Sky+HD User Guide

Welcome to our handy guide designed to help you get the most from your Sky+HD box. Whether you need to make sure you're set up correctly, or simply want to learn more about all the great things your box can do, all the information you need is right here in one place.

Welcome to your new Sky+HD box

An amazing piece of kit that offers you:

- All the functionality of Sky+
- A choice of over 50 HD channels, depending on your Sky TV subscription
- Up to 60 hours of HD storage
- Follow this guide to find out more about your Sky+HD box

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Overview

1 About your Sky+HD box

2 Your Sky+HD box

3 Your Sky+HD remote

4 Complete overview of what's on with Sky Guide

1 About your Sky+HD box

With your Sky+HD box, a compatible HD ready TV and the relevant subscriptions you can enjoy fantastic Sky entertainment in stunning high definition, as well as all the features and benefits of Sky+.

Sky currently has the widest choice of HD channels in Europe, across sports, movies, arts, drama and documentaries. Enjoy over **27,000** hours of HD programmes a month – that's more than three times the standard definition output of the UK's five terrestrial channels combined.

To find out more about what's on Sky HD go to **sky.com/hd**

Our Sky+HD box is a video recorder and satellite receiver in one, making it easy to record and store a collection of your favourite programmes to watch whenever you want. The 250GB storage capacity means you can store **180** hours of SD content and **60** hours of HD content. Sky+ also allows you to record two programmes at once, pause and rewind live TV and more. Plus you can set up TV recordings remotely using your mobile or online at sky.com with Remote Record, so you can record the TV you love wherever you are.

We're always looking for ways to make improvements for our customers, and as we make improvements and create new features we update the software you see on screen by sending it via the satellite. We'll let you know about these new features as soon as they're available.

Sky's On Demand service gives you a library of TV On Demand once you've connected your Sky+HD box to your broadband router. When connecting your Sky+HD box to your broadband router via WiFi please ensure you have enabled security on your wireless network and that a strong password has been set. Please also ensure that you only share your wireless network password with trusted people as connecting your Sky+HD box will allow certain other devices (with Sky software or applications installed) on your wireless network to access information on your Sky+HD box, such as a list of your Planner recordings.

Your Sky+HD box decodes HD information from the satellite

2 Your Sky+HD box

Top

back up jumps back to last page or to previous level in Sky Guide screens

tv guide shows TV listings

⏻ turns your Sky+HD box on, to standby or off

i reveals more about a programme

arrows show what's on other channels or highlight on screen options

select confirms a menu option

Front

◄◄ rewinds a recording or live TV

■ stops playing back a recording

Ⓡ records a programme

► plays a recording

❚❚ pauses a recording or live TV

►► fast forwards a recording

lights when Sky+ is recording or playing back programmes

lights green when you're online (using the phone line)

lights yellow when there's a network error

lights red when the remote is used

lights green when the box is on, amber when the box is in standby and red when the box is off

3 Your Sky+HD remote

sets your remote to control your Sky+HD box

sets your remote to control your TV

shows Box Office programmes

shows TV and radio listings

turns your TV's sound on and off

changes your TV's volume

show what's on other channels or highlight on screen options

switches to text mode

pauses a recording or live TV

plays a recording

rewinds a recording or live TV

records a programme

turns your Sky+HD box on, to standby or off and turns your TV on and off

gives options including subtitles, favourite channels and turning off the mini TV

provides interactive services

tells you more about a programme

changes channel or goes up/down a page

confirms a menu option

jumps back to the last page or to the previous level in Sky Guide screens

turns on subtitles/audio description or shows help on using Sky Guide

fast forwards a recording

stops playback of a recording

select on screen options

enter channel numbers or select menu options

press before entering a radio channel number

4 Complete overview of what's on with Sky Guide

You control what you watch on your Sky+HD box by browsing the on screen Sky Guide using your remote. Pressing **tv guide** on your remote displays the following *TV Guide* screen:

Press **tv guide** on remote

information area

top menu

use **left/right** to highlight the option you want then press **select**

middle menu

use **left/right** to highlight the tab option you want then press **select**

bottom menu

or 'listings' use **up/down** and **left/right** to highlight the item on the page

mini TV

(if available) showing what you're watching so you don't miss the action

shortcuts

to get to a different Sky Guide page or your stored favourites, press one of the coloured buttons shown at the bottom of the screen

to go back...

Press sky to leave the screens and go back to what you were watching

Use back up or **up** to jump back to the previous level, e.g. from the listings to the middle menu, from the middle menu to the top menu

Let’s get started

1. Turning your Sky+HD box on and off
2. Your viewing card
3. Your Sky+HD remote and your TV
4. Changing the volume
5. Changing channels
6. About the Now, Next & Later banner
7. Codes used in the programme information banner
8. Overview of Sky Guide options

1 Turning your Sky+HD box on and off

Press the **Sky** button on your Sky+HD remote to turn the box on, and wait for a few moments for it to start up.

To turn your Sky+HD box to standby, press the **standby** button on your remote.

To turn your Sky+HD box to off, press and **hold** the **standby** button for **5 seconds** on your remote. The standby light on the front panel is red when your Sky+HD box is plugged into the mains but turned off. The light is green when your Sky+HD box is on. The light is amber when your Sky+HD box is in standby.

To save power and money, please put your Sky+HD box into standby mode when you're not using it.

See **Saving energy with standby (page 91)** to read about your Sky+HD box's automatic energy saving mode.

Your Sky+HD box must be on or in standby to be able to record programmes, see **Recording with Sky+ (page 29)** to read about recording programmes.

Your Sky+HD box must be on or in standby for a selection of On Demand programmes to be automatically received by your box. **See TV On Demand (page 48)** to read about On Demand.

2 Your viewing card

Your viewing card needs to stay in your Sky+HD box at all times so you can watch all the Sky TV channels you're entitled to.

The viewing card slot is under the flap on the front of your Sky+HD box. There's no need to remove the viewing card unless it's faulty or has expired.

Please remember these cautions:

- Don't remove or re-insert the viewing card unnecessarily
- Don't bend the viewing card
- Keep the card away from heat and sunlight
- Keep the card dry. Never clean it with fluids – use a soft dry cloth
- Keep the card away from small children and pets

3 Your Sky+HD remote and your TV

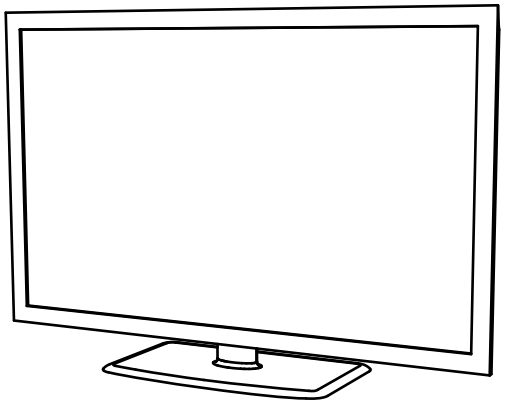
Your Sky+HD remote can work with both your Sky+HD box and your TV.

Press **tv** on the remote to switch control from the Sky+HD box to the TV.

Press **Sky** to go back to controlling the Sky+HD box.

The Sky installer should have already set up the remote for you. If you change your TV, you need to reset the remote to work with your new TV.

See **Setting up and resetting your remote (page 77)** for details.



4 Changing the volume

Use the remote's vol **+/-** button to change the volume of your TV. You can turn the vol altogether by pressing the **mute** button.

5 Changing channels

To go through the channels one at a time, press the **channel +/-** button on your remote and wait for the channel to change.
If you know a channel's number you can enter it on the remote to jump straight to that channel. For example, enter the sequence **5-0-1** for Sky News.

Use the **mute** or **vol +/-** button for volume control

Change channels one a time with **ch +/-**

Or by channel number with the number buttons

6 About the Now, Next & Later banner

The **Now, Next & Later** banner is your ultimate on screen helper – it lets you see what's on now, next and later, change channels, set reminders, record programmes if you have a Sky+ subscription, and see which programmes you are recording right now, all without interrupting what you're watching.

- Press an **arrow** button or **select** to show the **Now, Next & Later** banner
- Press **back up** to remove the banner

There are tips on using the banner throughout this guide, most importantly:

- **What's on your favourite channels (page 22)**
- **Finding out more about a programme with the *i* button (page 25)**
- **Recording without interrupting what you're watching (page 31)**

Use the **arrows** or **select** to show the banner

The banner shows you what's on now, next and later

7 Codes used in the programme information banner

Rating codes

U Universal, suitable for all audiences including young children.

PG Parental guidance is recommended. Some discretion may need to be applied as to the suitability of the film for younger or impressionable children.

12 Suitable for viewers aged 12 years or over. More mature themes or language make the film unsuitable viewing for young children.

15 Suitable for viewers aged 15 years or over. May contain stronger language.

18 Suitable only for adult viewers aged 18 or over.

Content codes

s Sex or nudity.

l Strong language.

v Violent scenes.

m Material which is intended for a mature audience.

See **Having more control over what the kids watch (page 65)** to see how to restrict rated programmes.

Letter codes

HD This is a High Definition programme. HD programmes are shown in widescreen.

C This programme is copy protected and may not play back correctly if you try to record it.

DS You can hear this programme in surround sound if your TV/home cinema system is compatible.

DD You can hear this programme in Dolby® Digital 5.1 audio if your TV/sound system is compatible. See **Switching on Dolby® Digital audio (page 89)** for more details.

AD You can choose to play an audio description over this programme; a narrative soundtrack for the partially sighted. See **Watching TV with subtitles or audio description (page 71)**.

S You can turn subtitles on for this programme. See **Watching TV with subtitles or audio description (page 71)**.

W This programme is shown in widescreen. For HD programmes, this code won't be shown although all HD programmes are shown in widescreen.

8 Overview of Sky Guide options

The top menu allows you to pick an option from any Sky Guide screen by scrolling **left/right** to highlight your choice, and then pressing **select**.

Top menu

Symbol / Option	How to get there	Description
TV Guide	tv guide	see what's on for the next 7 days on all channels including HD
Planner	tv guide + green	manage your reminders and recordings
Demand	tv guide + red	Sky TV On Demand, including pick of the week's HD TV
Box Office	box office	order Sky Box Office movies, sports and events
Search	tv guide + blue	search for a specific programme
Radio	box office + scroll right	listen to and record digital radio channels
Interactive	interactive	play games, get up-to-date information
Parental	services + scroll left	change your PIN, set viewing restrictions, limit spending
Options	services	set up your favourite channels, turn on subtitles
Settings	services + scroll right	change picture and sound settings, see your Sky+HD box details

Watching the TV you love

1. Finding a specific channel in TV Guide
2. TV Guide Quick Links
3. Choosing your favourite channels
4. What's on your favourite channels
5. Seeing what's on the HD channels

6 Identifying HD programmes

7 Finding a specific programme

8 Going back to the channel you last watched

9 Finding out more about a programme with the *i* button

10 Finding and listening to radio channels

1 Finding a specific channel in TV Guide

TV Guide lists channels by channel number.

- If you know the number of the channel, you can enter it using the number buttons
- Go down a page at a time by pressing **ch-**
- To see what's on later on that channel, keep pressing **right**
- To see what's on up to 7 days in advance on that channel, use the **yellow** (*+24 Hours*) and **blue** (*-24 Hours*) buttons

Radio channel numbers start with a zero (for example, 0101)

2 TV Guide Quick Links

Many of the genre tabs in the TV Guide contain Quick Links to give you quick and easy access to different parts of the Sky Guide.

Channels will display the channel listing for the genre you have selected.

Recordings links through to the recordings of the same genre in your Planner.

On Demand links to the library of On Demand content for that genre. Connect your Sky+HD box to any broadband router to access the full On Demand service.

Rentals links are available in Movies, Sports and Music genres, and will display Sky Store if you have connected a compatible set top box to your broadband router, or Box Office if not.

Search takes you to Search which will be pre-populated with the genre you selected.

TV Guide Quick Links can be turned off in the Options menu. Press **services** (for Options), then press **down** and **select** the **Customise** tab. Press **ch-** to view the second page of settings, and with **TV Guide Quick Links** highlighted press **left/right** to choose **Off**. Press the **green** button to save your changes. All the genre tabs in the TV Guide will now display channel listings only.

3 Choosing your favourite channels

Once you get to know what channels you watch most often, you can set them up as your favourites so you can find them more easily.

To store your favourites:

1. Press **services** (for *Options*), press **down** then select the **Favourites** tab. A list of available channels appears.
2. Highlight a channel you want as one of your favourites and press the **yellow** button (*Favourite*). A tick appears next to the channel.
3. Choose up to 50 channels and press the **green** button (*Save*) when you're done.
4. See **page 22** for details on navigating to your favourites. Storing your favourites activates the **blue** button, which you can also use to find the channel you were last watching. See **page 25** for more details.

4 What's on your favourite channels

Once you've marked channels as your favourites **(page 21)**, you can choose to see what's on those channels only.

To see what's on your favourites without interrupting what you're watching, just keep pressing the **blue** button. The first channel you see when you press the **blue** button is the channel you last watched. Press the **blue** button again to get to your favourites.

You can get a complete overview of what's on all your stored favourite channels with any of these shortcuts:

From **TV Guide**: press the **yellow** button or scroll to the **Favourites** tab.

From your Planner: press the **green** button.

From On Demand: press the **red** button.

Your favourite channels are marked with a tick

5 Seeing what's on the HD channels

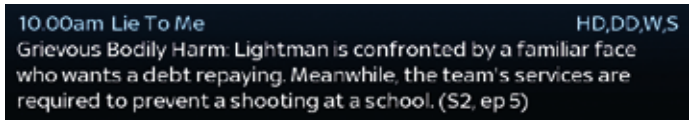
To see listings for HD channels only, go to **TV Guide** and select the **HD & 3D** tab.

In **Now, Next & Later** and **general** listings, you can spot HD channels easily as they have the letters **HD** after the channel name, for example, **Sky 1 HD**.

6 Identifying HD programmes

A programme broadcast in High Definition will have the letters **HD** in its programme information bar:

- While watching the programme, press *i* on your remote
- From the Sky Guide listings, just highlight the programme and check the programme information in the top left corner. In full screen mode, highlight the programme and press *i*
- HD programmes are highlighted in yellow in the TV Guide listings so they're easier to spot. You can find this setting in **Options** > **Customise**. Under **Highlight Programmes Originated in HD** press **left/right** to select **ON/OFF**. Press **green** button (*Save Settings*) when you're done



7 Finding a specific programme

You can search for a specific programme, or type of programme, showing in the next 7 days, available On Demand, or stored in your Planner using the Search option. See also **Managing your Planner page 43**.
To start, press **tv guide** then the **blue** button *(Search)*.

Searching by title

To search for a programme using the first word in the title, use the remote number keys (as though you were typing a text message). For example, to search for all programmes beginning with **EAST**, press **3** twice, **2** once, **7** four times, and **8** once. Press **left** to delete the last letter or **back up** to delete all the letters you have entered. Press **down** to refine your search by genre, and subgenre, or **select** to get the programme results.

Use the number keys to enter your search. For example, **EASTE–**:

3 def x2 2 abc x1 7 pqrs x4 8 tuv x1

Searching by genre

You can narrow your search by searching by category, for example, **Sports**, **Movies** or **Kids**. Go even further and search by subgenre. Press **select** when you're done to start the search. Alternatively, press **back up** if you want to go back to the **Title** field.

Skipping between listings to see the results

The search results separate the programmes on during the next 7 days from those recorded in your Planner and in On Demand. Use the tab options to see the different results. You can record, set reminders, and tune to current programmes just as you would in other parts of Sky Guide.

Changing your search

To change your search criteria, press the **red** button (*New Search*) to remove what you previously entered and start again. Alternatively, you can press **back up** to remove your title search.

8 Going back to the channel you last watched

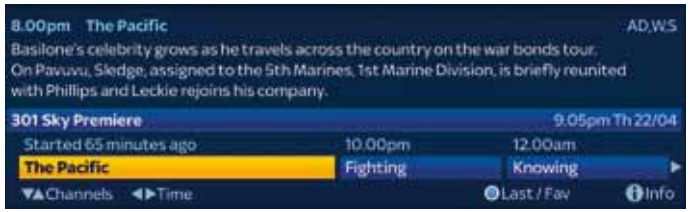
When you're watching TV and decide to go back to the channel you were watching before, just press the **blue** button.
The banner appears, showing the last channel you watched.
Press **select** to tune to that channel. The blue button can also be used to watch your favourite channels.
See **Choosing your favourite channels (page 21)**.

9 Finding out more about a programme with the *i* button

When you're in TV Guide, and the mini TV is on, simply highlight a programme to show its details in the top left corner – you don't need to press *i* here. To find out about programmes in other parts of Sky Guide, press *i*:

- when you're watching a programme – either live or recorded
- when a programme is highlighted in the **Now, Next & Later** banner; with the on screen programme information banner, you can use the **left** and **right** arrows to surf to any other programme to show the synopsis for that programme (press *i* again to remove the synopsis and go back to the simple **Now, Next & Later** banner)
- when highlighting an On Demand programme press *i* to find out more information such as the programme's expiry date

Get information on programmes with the *i* button

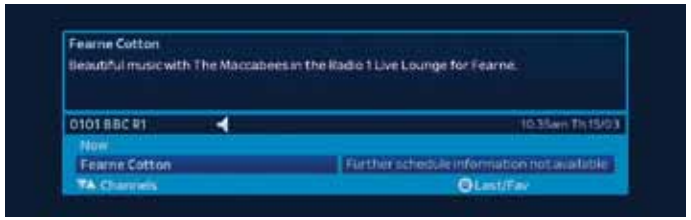


10 Finding and listening to radio channels

You can tune to radio channels in the same way as TV channels:

1 Use the **up/down** arrow to browse through the channels shown in the **Now, Next & Later** banner. Radio channels appear with a speaker symbol next to them.

2 Press **select** when you see the radio channel you want to listen to.



You can see the entire list of radio channels as follows:

1 Press **box office**, scroll right to **Radio** in the top menu and press **select**.

2 Highlight the radio channel you want and press **select** to tune in or press **record** to record the channel.
See **Recording radio channels** for more details **(page 38)**.

Radio channels are also listed in TV Guide under the **All Channels** tab, starting at channel number 0101.
See **page 19** for details on navigating TV Guide pages.

Pausing and rewinding live TV

1. Saving after pausing or rewinding live TV
2. Changing how far back you can rewind live TV

1 Saving after pausing or rewinding live TV

After pausing or rewinding live TV, if you haven't got time now to watch what you've missed you can save the programme to your Planner, as follows:

1. After rewinding or pausing live TV, press **record** or **select**. The **Now, Next & Later** banner appears showing the programme's name.
2. Press **record**. The R symbol appears next to the programme name and the recording is stored in your Planner.

To save the programme, press **record** to show the banner, then **record** again

2 Changing how far back you can rewind live TV

You can choose the Instant Rewind length, as follows:

1. Press **services** (for *Options*), press **down** then select the **Sky+ Set Up** tab.
2. Highlight **Instant Rewind** and select either **Off, 5, 15, 30** or **60** minutes.
3. Press the **green** button (*Save Settings*) when you're done.

Remember if you rewind for 30 minutes, for example, your Sky+HD box has to have been showing that channel for the last 30 minutes.

Recording with Sky+

1. Recording without interrupting what you're watching
2. Recording from Sky Guide listings
3. Recording from anywhere you go
4. Recording a promoted programme
5. When recordings clash
6. Avoiding recordings being deleted
7. PIN protecting kept recordings
8. Cancelling current and future recordings

9 Deleting existing recordings

10 Undelete a recording

11 Keeping an eye on available disk space

12 Disk space warning

13 Recording radio channels

14 Adding extra time to the start and end of recordings

1 Recording without interrupting what you're watching

To record...

the programme you're watching now: press the **record** button on your remote. When the banner appears, press **record** again.

something that's on later and/or on a different channel: use the **Now, Next & Later** banner. When you see the programme you want, press **record**.

When you press **record**, Sky+ checks to see the programme is part of a series and, if so, gives you the choice of recording this episode only or the remainder of the series. Highlight **Record Once** or **Record Series** by pressing **up/down** then press **select**. The R symbol appears next to the programme title.

As long as the mini TV is turned on, you can also go into your Sky Guide pages and record programmes without interrupting what you're watching.

Press **record** twice to save what you're watching

Or surf to another programme and press **record**

If it's part of a series, choose to record just this episode or the rest of the series

2 Recording from Sky Guide listings

If you see something you want to record in TV Guide, On Demand or Sky Box Office listings, highlight it and press **record**. When you press record on a programme in the TV Guide, Sky+ checks to see if the programme is part of a series and, if so, gives you the choice of recording this episode only or the remainder of the series. Highlight **Record Once** or **Record Series** by pressing **up/down** and press **select**. The R symbol appears next to the programme.

3 Recording from anywhere you go

You can set your Sky+HD box to record using your mobile phone, tablet or online via **sky.com** with Remote Record.
To find out more go to **sky.com/remoterecord**

4 Recording a promoted programme

If you see a promotional advert for a future programme(s) and you see the green **remind me** option, you can set up a recording for that programme or series without having to search for it in **TV Guide** or **Now, Next & Later** listings. Press the **green** button before the end of the advert to first set up a reminder, then follow the on screen instructions to record the programme.

5 When recordings clash

Remember Sky+ can only record two programmes at the same time.

If you try to select a programme to record and it clashes with others you're currently recording, or are set to record in your Planner, you have to choose which recordings to keep.

When three or more recordings are set, you'll be asked to select which of the recordings to keep.

- To cancel an existing recording and replace it with the one you've just requested, press **select**
- To cancel the recording you just requested and keep the existing one, press **back up**

To see where all the programmes overlap and choose from the programmes already booked, press the **red** button *(Advanced Options)*.

In the next screen, choose the recording you want to cancel by highlighting it and pressing the **yellow** button *(Cancel)*. Press **select** when you're done.

6 Avoiding recordings being deleted

It takes just the press of a button to delete a programme from your Planner. To avoid unplanned deletions, use the **Keep** option.

To protect a programme, go to your Planner. SHORTCUT tv guide + **green**

Highlight the programme and press the **blue** button (*Keep*). The programme is now marked for **Keep**, shown by the symbol: Ⓚ Sky Guide now won't delete the recording without asking you if you're sure.

When you're running out of disk space, programmes marked for **Keep** won't be deleted. See **Keeping an eye on available disk space (page 37)** for details.

Press **blue** to protect the programme from one-step deletion

7 PIN protecting kept recordings

To further protect your recordings, you can request a PIN is entered before a kept programme can be deleted.

For details on this, using your PIN and setting parental control restrictions, see **Having more control over what the kids watch (page 65)**.

8 Cancelling current and future recordings

To cancel a current or future recording...

without interrupting what you're watching: browse to the programme in the **Now, Next & Later** banner and press **record**. The R symbol disappears.

straight from your Planner: highlight it and either press **record** to just get a reminder instead OR use the **yellow** button (*Delete*) to delete the entry completely. See also Deleting existing recordings below.

from TV Guide listings: highlight the programme showing the R symbol next to it, then press **record**. The symbol disappears.

When you cancel a recording before the end of the programme, it appears in your Planner as **Part Recorded.**

9 Deleting existing recordings

After a recording has finished, you can delete it only from your Planner.

You can Undelete programmes you've deleted from the Deleted tab in your Planner, just to the **left of All**. See Restoring deleted recordings **(page 36)** for details.

To delete a programme, go to your Planner. SHORTC tv guide + **green**

Highlight the programme you want to delete and press **yellow** (*Delete*). If the programme is protected by being marked **Keep**, you're asked if you're sure you want to delete it.
See **Avoiding recordings being deleted (page 34)**.

To delete a programme within a Series Stack, highlight the **Series Stack** and press **select**. Then choose the programme you want to delete and press the **yellow** button. Remember, future recordings and reminders are listed outside of the Series Stack until the programme starts.

Press **yellow** to delete the recording from your Planner

10 Undelete a recording

All programmes deleted from the Planner will be moved to the Deleted tab in your Planner.

Recordings in the Deleted tab will be kept as long as there's additional, unused space on your Sky+HD box. However, recordings in the Deleted tab will be automatically permanently deleted by your Sky+HD box, according to the order they were originally deleted, if space is required for new recordings.

You can chose to Permanently delete, or Restore recordings in the Deleted tab.

To Permanently delete a recording:

1 Go to your Planner. SHORTCUT tv guide + green

2 Use the **left** arrow scroll to highlight the DELETED tab

3 Highlight the programme you'd like to Permanently delete and press the yellow button (Permanently delete).

To Restore a recording:

1 Go to your Planner. SHORTCUT tv guide + green

2 Use the left arrow scroll to highlight the DELETED tab

3 Highlight the programmes you'd like to Restore and press select or the green button (Restore).

11 Keeping an eye on available disk space

Remember that because your Sky+HD box records onto its hard disk there is a fixed amount of storage space for recordings and On Demand downloads. To see how much space each programme is using, highlight a programme in your Planner and check the yellow part of the indicator bar. The bigger the yellow part, the more space the programme is using.

You can check the exact percentage of disk space used for an individual programme by pressing *i* when a programme is highlighted.

HD recordings take up more space than other recorded programmes. To free up some disk space, you can copy recorded programmes to your video or DVD recorder.
See **Copying programmes to video/DVD (page 83)**.

Total disk space available

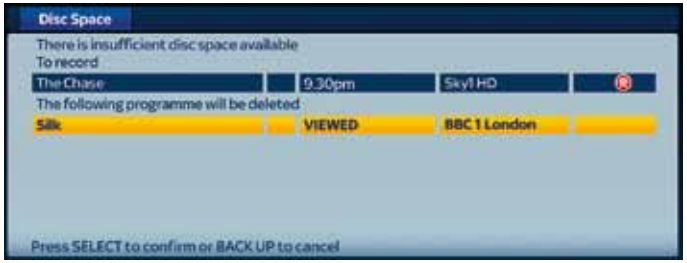
12 Disk space warning

When you get your Sky+HD box, it is set up to automatically delete recordings without warning if there's not enough disk space for a new recording. This means the oldest, watched programmes in your Planner will be deleted when you run out of space to make sure future recordings can be made.

You can change this setting as follows:

1. Press **services** (for *Options*), press **down** then select the **Sky+ Set Up** tab.
2. Highlight **Disk Space Management** and use the **left/right** arrow to choose: **Warning** if you want a warning that a programme is about to be deleted; **Manual** if you never want previous recordings to be deleted; future recordings will fail if there's not enough space.
3. Press the **green** button (*Save Settings*) when you're done.

In **Warning** and **Manual** modes, a warning appears before you run out of space



With the **Automatic** option, recordings you have already watched are deleted first, followed by the oldest, unwatched recordings. Programmes marked **Keep** are never deleted without your confirmation

13 Recording radio channels

You can record radio channels as follows:

1. Find the radio channel you want by following the steps on **page 26**.
2. Highlight the channel and press **record**. The **Manual Record** screen appears.
3. If you need to, change the **Channel Number/Name** with the **left/right** arrow or by **keying** in the number.
4. Highlight **Day** and use the **left/right** arrow to choose the day of the recording.
5. Highlight **Start Time** and key in the start time of the recording with the number buttons. Use the **left/right** arrow to choose **AM** or **PM**. Do the same for the **End Time**.
6. Highlight **Frequency** and use the **left/right** arrow to choose how often you want to record the channel.
7. Press the **yellow** button (*Add Manual Recording*). The settings are saved and the radio recording is now in your Planner.

14 Adding extra time to the start and end of recordings

Your Sky+HD box automatically tries to find the best recording slot for your recorded programmes, and aims to capture the entire programme even if it overruns.

You can change the automatic setting and choose to add extra minutes either side of the scheduled recording, as follows:

1. Press **services** (for *Options*), press **down** then select the **Sky+ Set Up** tab.
2. Highlight **Add to Start of Recording** and use the **left/right** arrow to choose how many minutes you want to add. Do the same for the option **Add to End of Recording**.
3. Press the **green** button (*Save Settings*) when you're done.

With a sequence of recordings happening directly after each other, the Sky+HD box may override the settings you make here.

Setting reminders for programmes

If you don't want to miss a TV programme, Sky Guide can remind you when it's about to start.

When you see a future listed TV programme you want to watch, simply highlight it and press **select**.

When you press **select**, your Sky+ checks to see if the programme belongs to a series. If so, it gives you the choice of setting the reminder once only or for the entire remainder of the series. Highlight **Remind Once** or **Remind Series** and press **select**. The reminder symbol appears next to the programme:

One minute before the programme starts, the reminder message appears.

- Press **select** to tune to the programme
- Press **record** to start recording the programme
- Press **back up** to carry on with what you were watching

If broadcasters change their schedule within six hours of the affected programme starting, your reminders are automatically updated.

If you have set an On Demand programme to download, go back to watch live TV then when the programme you have set to download is ready to view a pop up will appear to let you know that your programme is ready to watch

If a pop up doesn't appear, check you have the On Demand Download Notification setting set to ON.

Set a reminder for just this programme or the rest of the series

Reminder message

Using your Planner

1. Managing your Planner
2. Setting the Series Link function in your Planner
3. Choosing a recording to watch
4. Picking up from where you left the last recording
5. The Play symbol

❻ Checking the remaining viewing time

❼ Fast forwarding and rewinding

❽ Pausing

❾ Slow motion

❿ Stopping playback

1 Managing your Planner

Middle menu

Use the **Planner** tab options to filter the programmes and get a better overview:

All	Shows everything in your Planner in date order, with the oldest programme listed first.
Genre tabs *(Entertainment, Lifestyle...)*	Shows your recorded programmes grouped by genre, so for example, the Movies tab will show all the movies you've recorded.
Downloads	On Demand programmes that are downloading or scheduled to download.
Recorded	Shows recorded programmes that haven't been watched yet.
Deleted	Shows recorded programmes that have been deleted.
Viewed	Shows recorded programmes that have been watched, even in part.
A-Z	Shows an A-Z list and lets you search by programme name.

Tab options

2 Setting the Series Link function in your Planner

When you set a reminder or a recording for a programme that belongs to a series, you can choose either just that episode or the remainder of the series (where the **Series Link** function is available).

Once a programme is in your Planner, you can choose the **Series Link** option here too so you can automatically record or get reminders for the entire series.

Set the Series Link function in your Planner as follows (or record a whole series as follows):

1 Go to your Planner. SHORTCUT (tv guide + **green**)

2 Highlight a programme.
If it's part of a series, the green option (*Series Link*) appears at the bottom of the screen.

3 If you see the green option (*Series Link*), press the **green** button.
The **Series Link** symbol appears next to the programme.

If you've set a reminder for the programme, you now get a reminder before each episode.

If you've marked the programme for recording, your Sky+HD box is now set to record every episode of that series.

Press **green** to set the Series Link

3 Choosing a recording to watch

All recordings are stored in your Planner.

1 Go to your Planner. SHORTCUT (tv guide + green)

2 Highlight the recorded programme and press **play** or **select**.
The **Playback** screen appears and you may need to enter your PIN.

3 Use the **left/right** arrow to choose your starting point:

Start – plays the recording from the beginning.

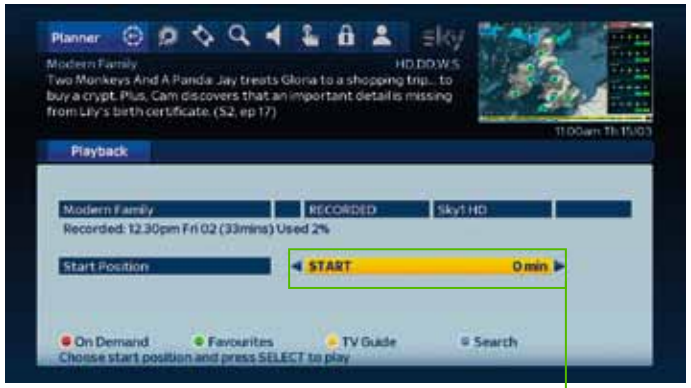
End – plays back the last 10 seconds of the recording. This is handy if you want to check the whole programme was recorded.

Last Viewed – joins the recording where it was stopped last time you watched it.

User Defined – lets you choose where you want it to start (for example, press **2** to start playback two minutes into the recording).

Bookmark – starts playback from bookmarks you have set.

4 Press **select** or **play** when you're ready to start the programme.



Choose the starting point

4 Picking up from where you left the last recording

If you hadn't finished watching the last recording you played back, simply press **play** to return to where you left off.

Your Planner appears with the relevant programme highlighted, as long as the recording still exists and wasn't played back to the end last time. To start playback from here, press **play** or **select**.

To play the last recording you watched, just press **play**, then **play** again

5 The Play symbol

When you start playing back a recording, the **play** symbol appears, showing how far playback is into the programme.

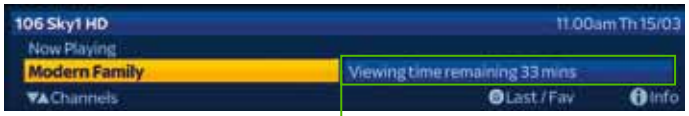
You can show this symbol at any time by pressing **play**. The symbol disappears after five seconds. Press **back up** to remove it more quickly.

Play symbol

Minutes from the start of the recording

6 Checking the remaining viewing time

To see how long you have left until the end of the recording, press **select** to display the **Now, Next & Later** banner. This shows you the remaining viewing time in minutes. Press **back up** to remove the banner.



How many minutes to the end of the recording

7 Fast forwarding and rewinding

Press **fast forward** or **rewind** to move to a different place in the recorded programme. The **fast forward/rewind** symbol appears, showing the elapsed time and the speed.

You can increase the speed by pressing **fast forward** or **rewind** repeatedly. There are four speed settings to choose from: **x2**, **x6**, **x12**, **x30**. If you want to decrease the speed, press the opposite button.

8 Pausing

Press the **pause** button to freeze the screen while you're playing, fast forwarding or rewinding a programme. The **pause** symbol appears on screen.

9 Slow motion

To play a programme in slow motion, press and hold **play** for two seconds. Press **play** again to carry on in normal time.

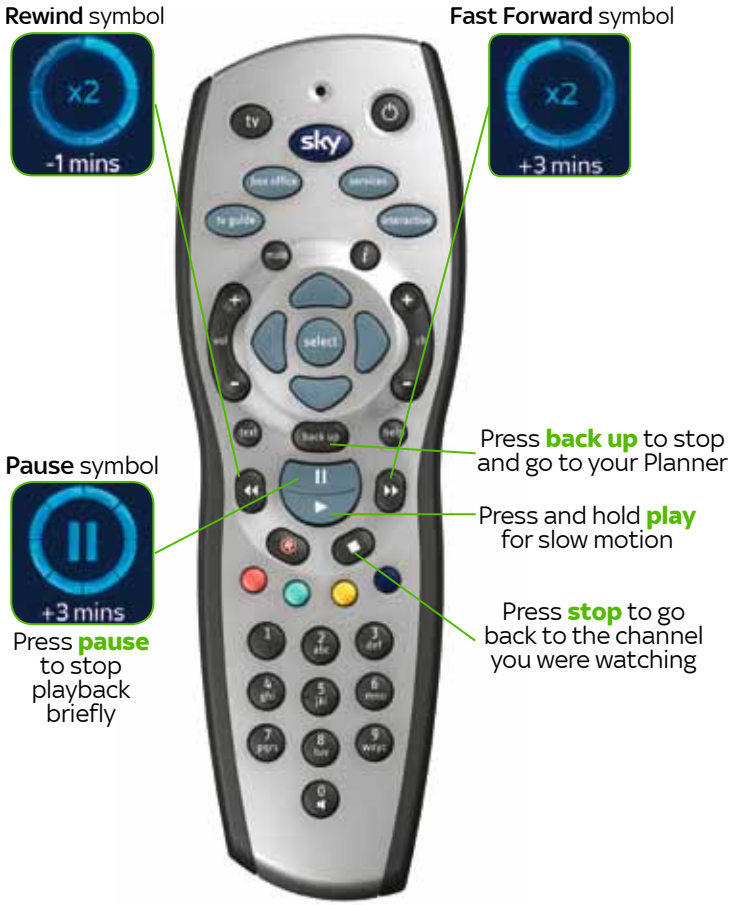
10 Stopping playback

To stop playback and go back to the channel you were watching before, press **stop** or the **Sky** button.

To stop and go to your Planner, press **back up**.

Playback also stops if you change channels or go into full screen listings such as **TV Guide**.

Rewind and fast forward at 4 different speeds



TV On Demand

1. About On Demand
2. Seeing what's available to watch On Demand
3. Watching a programme with On Demand
4. About your downloaded programmes
5. Managing your usage
6. Restricting On Demand viewing
7. Opting out of On Demand

1 About On Demand

Sky's On Demand service gives you a library of TV On Demand once you've connected your Sky+HD box to your broadband router. It's ready to watch when you are. And for no extra monthly cost.

- Boxsets of whole series
- Catch up on latest episodes
- Hundreds of movies for Movies Pack customers
- Plus documentaries, kids' shows and much more

Please note broadband routers may vary

If you haven't connected your box to broadband yet, you can still take your pick from up to 200 hours of the week's best TV On Demand. To unlock the whole library, including access to Catch Up content, just connect your Sky+HD box to your broadband router. Content depends on your Sky TV subscription.

When connecting your Sky+HD box to your broadband router via WiFi, please ensure you have enabled security on your wireless network and that a strong password has been set. Please also ensure that you only share your wireless network password with trusted people as connecting your Sky+HD box will allow certain other devices (with Sky software or applications installed) on your wireless network to access information on your Sky+HD box, such as a list of your Planner recordings.

On Demand - when your box is connected to broadband

On Demand - when your box isn't connected to broadband

2 Seeing what's available to watch On Demand

1 Once your Sky+HD box is connected to broadband, press **tv guide** then the **red** button (*On Demand*).

2 You'll go straight into the **Showcase** section, which is a selection of the week's best TV from Sky.

To access the full library of programmes available, use the **left** and **right** arrows to highlight a specific category such as **movies** or **entertainment**, then press **select**.

Or to choose a programme by channel, scroll **left** and select the **channels** tab. Select your chosen channel to see a list of all the programmes available.

3 Once you've selected a genre, you'll be able to choose from categories including **most popular** and **recently added**, or to see a full list of programmes in that genre select **all**.

4 In the menu, use the **up/down** or **left/right** arrows to highlight a programme. To see a complete list of programmes available in the category, press the **yellow** button.

5 A brief description of the programme appears in the top left of the screen. Press the *i* button for more detailed programme information.

6 If available, press the **red** button (*View Trailer*) to show a mini trailer.

7 Press **select** to start downloading the programme to your Planner. A notification will appear on screen when the programme is ready to be watched.

Parental rating

Programme name

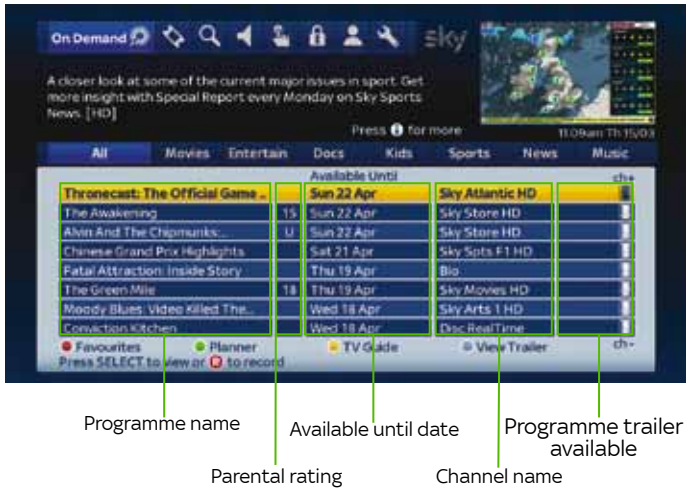
Channel name

Programme trailer available

2 Seeing what's available to watch On Demand (continued)

If you haven't yet connected your Sky+HD box to broadband, you can catch up on a selection of the week's best TV.

1. Press **tv guide** then the **red** button (*On Demand*).
2. You'll see the full list of programmes available; OR use the **left/right** arrows to highlight a category of programmes such as **Movies** or **Sport** then press **select**. The most recently added programmes appear at the top of the list.
3. In the list, use the **up/down** or **left/right** arrows to highlight a programme. A summary of the programme appears in the top left of the screen.
4. Press the ***i*** button for more detailed programme information.
5. If available, press the **blue** button (*View Trailer*) to show a mini trailer.
6. Press **select** to watch the programme or press **record** to save it to your Planner so you can watch it whenever you like - even after its been removed from the On Demand listings. Remember, to unlock more programmes On Demand, connect your Sky+HD box to broadband.



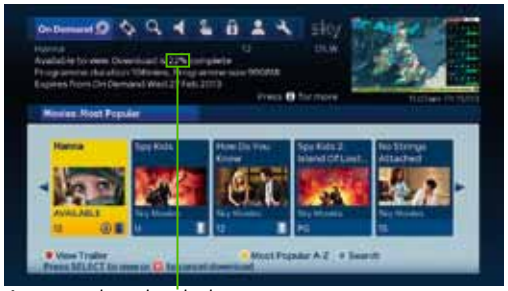
3 Watching a programme On Demand

It's easy to watch programmes On Demand – just follow the simple steps below. If you would rather see a sneak peek first, look for the trailer icon and press the **red** button.

Step 1

If you can see the symbol, you can start watching straight away. If not, press **select** to start downloading the programme.

Step 2



Amount downloaded

You can see how much has been downloaded so far in the programme summary area.

Step 3

Your programme will be marked **AVAILABLE** when it's ready to start watching. Just press **select** to get started.

Step 4

You can carry on watching live TV whilst you're downloading and a handy pop up feature lets you know when your programme is ready to watch.

In most cases you can expect programmes to be ready to watch within minutes. The time it takes to download a programme depends on the speed of your broadband connection and can be affected by other internet usage in your home.

4 About your downloaded programmes

You'll find all of the programmes you're downloading in your Planner, under the downloads tab. Once a download is complete, the programme will also appear in the **ALL** tab with all of your other Sky+ recordings.

Programmes download one at a time so if you've selected several programmes to download, they'll be queued in your Planner.

The show at the top of the list will download first. If you want to switch the order of downloads just press the **green** button to prioritise a programme.

Press **green** to prioritise your download queue

5 Managing your usage

Remember, all On Demand downloads contribute to any monthly broadband usage allowance you may have.

We recommend that you check the programme size before you start a download by pressing *i* in the programme synopsis screen. You can also check your monthly usage with your broadband provider.

Go to **sky.com/ondemand** to find more handy hints and tips.

6 Restricting On Demand viewing

All your parental control settings apply to On Demand programmes, with the exception of Channel Restrictions. For details on using your PIN and parental control settings, see **Having more control over what the kids watch (page 65)**.

To watch a rated programme before its normal watershed time, you need to enter your PIN. The times are shown below.

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm
PG	if a PIN has been set up for this rating
U	if a PIN has been set up for this rating

Your PIN will still be required to watch On Demand programmes whatever time you watch them, if they were originally scheduled to be broadcast after the 8pm or 9pm watershed.

You can turn off the pre-watershed PIN option for On Demand and all your recorded programmes. To do this:

1. Press **services**, scroll left to **Parental Control** and press **select**.
2. Enter your **PIN**.
3. Scroll to the **Other** tab and press **select**.
4. Highlight **PIN on Pre-Watershed Playback** and select **OFF**.
5. Press the **green** button (*Save Settings*) when you're done.

7 Opting out of On Demand

On Demand is available to all Sky TV customers with a compatible Sky+HD box at no extra monthly cost. However, you can turn off a selection of On Demand programmes being automatically received by your box, if you want.

1. Press the **services** button on your remote to go into the options menu. Press **select** and scroll **right** to select the **Customise** tab.
2. Highlight **Enable On Demand Showcase** and use the **left/right** arrow to choose **OFF**.
3. Highlight **Broadband Network Connection** and use the **left/right** arrow to choose **OFF**.
4. Press the **green** button (*Save Settings*) when you're done.
5. A confirmation message appears, asking if you are sure you want to disable On Demand. Please note: The confirmation message only appears when turning the Enable On Demand Showcase setting off. No message is displayed when turning Broadband Network Connection off.
6. Press **select** to confirm. **On Demand Showcase** programmes will be removed from your Sky+HD box and new programmes will no longer be recorded to your Sky+HD box.

To resume the On Demand service, select **ON** in step 2 above, then press **select** to confirm followed by the **green** button to save your settings. It may take a few days for the On Demand programmes to fill up again.

Use **On Demand** to set On Demand **on** or **off**

Use **Broadband Network Connection** to set On Demand **on** or **off**

Enjoying Sky Box Office entertainment

1. Ordering Box Office programmes
2. Choosing a start time that suits you
3. Watching Box Office programmes
4. Paying for Box Office programmes
5. Ordering over the phone

1 Ordering Box Office programmes

Here's how you order Sky Box Office programmes:

1. Press **box office** on your remote, then press **select**.
2. Scroll **left/right** to highlight the category you want, for example, **Start Time** to see what films are showing next.
3. Press **select**.
4. Scroll **up/down** to highlight a programme.
5. Press **select** to purchase it now or to set a reminder for later. OR press **record** to store it in your Planner so you can watch it later.
6. Follow the instructions on screen; you may be asked to select a **start time** and/or enter your **PIN**

To watch a Sky Box Office programme before its normal watershed time, you need to enter your PIN. The times are shown below.

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm
PG	if a PIN has been set up for this rating
U	if a PIN has been set up for this rating

You can also order Sky Box Office via the website. Go to **sky.com**

2 Choosing a start time that suits you

In the Sky Box Office pages you'll see the **Series Stack** symbol. This means the programme is being shown at different times.

Highlight the programme and press **select** to see the **Showings** page. From here you can choose your preferred time slot.

You can also watch movie rentals On Demand with the Sky Store.

Choose from over 1,000 movies to rent instantly through your Sky+HD box, with prices starting from just 99p. They're ready to watch when you want.

To enjoy Sky Store, you'll need to connect your Sky+HD box to your broadband router. Once connected, press the red button in your TV Guide and you'll find the Sky Store tab in your On Demand menu.

Choose a start time that suits you by watching Sky Store movies from within the On Demand service

3 Watching Box Office programmes

When you record from Sky Box Office, the programme is stored in your Planner for a fixed amount of time before it's deleted. The amount of time depends on the programme, but is typically seven days.

If you don't watch any part of the programme in this time, you won't be charged for it and it will be deleted.

Once you've played back a Sky Box Office recording, you can watch it as many times as you like within a certain time frame. For example, you're likely to have up to 24 hours to watch a movie as many times as you like.

To check the amount of time you have left to watch a recording, just highlight it in your Planner and press the *i* button. You can also check out the disk space used or needed for the recording.

4 Paying for Box Office programmes

Charges for Sky Box Office programmes booked via your remote appear on your account at the next available payment date. If you don't watch any part of the programme, you won't be charged for it and it will be deleted.

5 Ordering over the phone

If for some reason you can't order Sky Box Office programmes with your remote, a message appears on screen. You can order programmes over the phone by calling the number shown. Phone orders are subject to an administration charge.

Other services

1. Going interactive
2. Playing games
3. Teletext

1 Going interactive

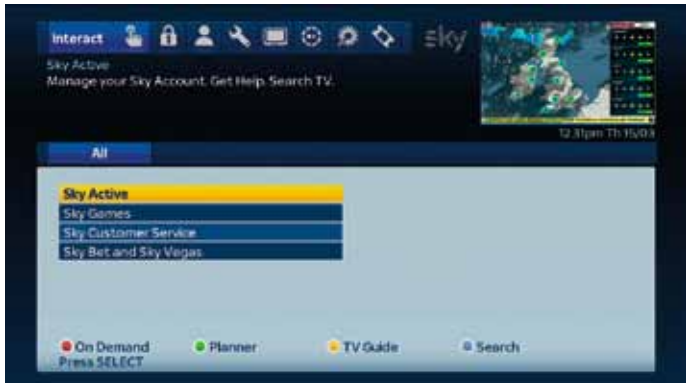
Get more from your Sky+HD box with interactive services. Using Sky Active, for instance, you can upgrade your viewing, add Sky Broadband and Talk, choose Multiroom, upgrade your Sky box, manage your Sky Account and more. To access Sky Active and other interactive services, press the **interactive** button on your remote, then press **select**.

When you're watching TV, you can also look out for a colour symbol on screen telling you there's an interactive service available. Press the colour button when you see the symbol (usually red).

Some interactive services may need a phone line connection. There is no charge for using the interactive Sky Customer Service screens but from there you can get to other interactive services that may be subject to charges. You'll be informed about these changes before connecting.

2 Playing games

Some games available under **interactive** are free of charge, however online games may be subject to call and other charges (see **Controlling the use of charged services** on **page 67** for setting online spending restrictions). You can also buy a 24 hour pass for Sky Games and play with your remote. See the help options within the interactive screens for details.



3 Teletext

To use digital text services, press **text** on your remote while you're watching a channel.

If the channel you're watching doesn't have digital text, you see a message telling you how to use teletext instead.

From the digital text service, press **Sky** at any point to go back to what you were watching.

To use your TV's teletext services, press **tv** on your remote then **text** while you're watching a channel.
Remember, your Sky remote must be set up for use with your TV.
See **Setting up and resetting your remote (page 77)**.

Use these buttons on your remote to control teletext:

Button	Function
text	Enters text mode (also exits text on some TVs)
back up	Comes out of text mode
0-9	Text page number entry
i (**information**)	Text reveal
select	Text hold
colours	Fastext function

From the teletext service, press **back up** then **Sky** at any point to go back to what you were watching.

Not all TVs have the teletext function.

Get the most from Sky+HD

1 Having more control over what the kids watch

2 Changing your PIN

3 About your PIN

4 Hiding adult channels

5 Restricting rated programmes

6 Restricting specific channels

7 Controlling the use of charged services

8 PIN protecting kept programmes

9 Restricting programmes in your Planner

10 Entering a PIN for pre-watershed playback

11 Turning off PIN controlled restrictions

12 Sharing your Sky+HD box

13 Watching TV with subtitles or audio description

14 Finding subtitled or audio described programmes

15 Important information for customers with a single satellite feed installation

16 Your mini TV setting

17 Saving bookmarks

18 Managing and deleting bookmarks

19 Skipping to bookmarks

20 Starting playback from a bookmark

21 Setting up and resetting your remote

22 If the set up didn't work

23 Alternative set up

24 Replacing the batteries

25 Adding additional subscriptions

26 Adding channels that aren't listed in Sky Guide

27 Watching your added channels

28 Changing the picture settings

29 Copying programmes to video/DVD

30 Changing how the Circular Playback Display works

1 Having more control over what the kids watch

Because of the range of channels on offer, there may be a few you'd rather your kids didn't watch. With a PIN and the right settings, you can avoid many unsuitable channels being shown without your permission.

For more control over who watches what, start by pressing **services**, scroll left to **Parental Control** and press **select**.

You now need to enter your four digit PIN (see below).

2 Changing your PIN

Your original PIN is provided in the **Terms & Conditions** document you received with your Sky+HD box. You need this number to get into the **Parental Control** screens.

Change your PIN to a personal, secret number that you'll remember easily. Once you've selected the **Parental Control** option, scroll to the **Change PIN** tab and press **select**. Now key in a new four digit number. You'll have to enter it twice.

You can change your PIN from this screen whenever you want.

3 About your PIN

Keep your PIN secret to make it effective. Once it's set, you can have Sky Guide ask for the PIN before showing, recording, playing back, and in some cases, deleting certain programmes.

If you forget your PIN, see **page 97** for help on what to do next.

4 Hiding adult channels

You can hide all channels classed as 'adult' from all channel listings:

1 Go to **Parental Control** > **Adult Channels**.

2 Highlight **Remove Adult Channels** and use the **right arrow** to choose **ON**.

3 Press the **green** button (*Save Settings*) when you're done.

If you want to be able to see the adult channels again, just choose **OFF** in the **Adult Channel** screen.

Adult programmes are removed from all listings apart from your Planner.

5 Restricting rated programmes

Some programmes have an age rating as a guide to how suitable they are for children. You can lock all such programmes, so anyone who wants to watch them has to enter the PIN. This is especially useful for programmes in your Planner, as well as Box Office and On Demand programmes, which are available outside the normal schedule.

1 Go to **Parental Control** > **Viewing**.

2 Highlight the appropriate rating and press the **red** button (*Restrict*) on your remote. A padlock symbol appears next to the category you choose, as well as all the lower categories.

3 Press the **green** button (*Save Settings*) when you're done.

If you want to unlock rated programmes, just highlight the category under the **Viewing** tab and press the **red** button again (*Unrestrict*).

Watching restrictions can be applied only to programmes where the broadcaster provides category restriction information.

6 Restricting specific channels

If there is just one or a few specific channels you would prefer members of the family not to watch, you can lock them one by one, as follows:

1. Go to **Parental Control** > **Channel**.
   This page lists all the channels by channel number.
2. To find the channel, key in the channel number if you know it, or use **ch-** or **ch+** to go one page up or down.
3. Highlight the channel you want, then press the **yellow** button (*Lock*) to lock it at any time of day, or the **blue** button to lock it between 8pm and 6am only. or 8PM appears next to the channel, depending on your selection.
4. Press the **green** button (*Save Settings*) when you're done.

Use the options **Lock** or **After 8pm** to restrict specific channels

7 Controlling the use of charged services

You can help prevent Sky Box Office and Sky Store programmes being bought without your permission or prevent the use of interactive services that demand a call charge:

1. Go to **Parental Control** > **Other**.
2. Highlight **PIN Entry Before Going Online** and use the **left/right** arrow to choose **ON**. Now anyone who wants to use the phone line within an interactive service, subject to a call charge, has to enter the PIN first.
3. Highlight **Spending Restriction** and use the **left/right** arrow to choose **ON**. Press **down** and set a limit to the cost before the PIN is needed. Set it to **£0.00** to enter the PIN every time you order a Sky Box Office programme.
4. Press the **green** button (*Save Settings*) when you're done.

To turn these settings off, just select **OFF** in step 2 above.

These settings do not apply to On Demand listings. See **Restricting On Demand viewing (page 54)** instead

8 PIN protecting kept programmes

In your Planner, you can mark recordings for **Keep** to prevent them from being deleted accidentally **(page 34)**. You can take this further and have Sky Guide ask for the PIN before a kept recording can be deleted.

Set this up as follows:

1 Go to **Parental Control** > **Other**.

2 Highlight **PIN Protect Kept Programmes** and use the **left/right** arrow to choose **ON**. Now anyone who wants to delete a kept recording has to enter the **PIN** first.

3 Press the **green** button (*Save Settings*) when you're done.

To turn these settings off, just select **OFF** in step 2 above.

9 Restricting programmes in your Planner

You can lock programmes stored in your Planner to avoid them being played back without your permission.

1 Go to your Planner. SHORTCUT tv guide + **green**

2 Highlight the programme you want to restrict.

3 If necessary, press **left/right** until you can see the red option **Lock**.

4 Press the **red** button. A padlock symbol appears next to the programme and you now have to enter a **PIN** to play or delete it. You also need the **PIN** to remove the lock in future.

10 Entering a PIN for pre-watershed playback

You need to enter your **PIN** to watch a rated programme before its normal watershed time (including On Demand programmes).

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm
PG	if a PIN has been set up for this rating
U	if a PIN has been set up for this rating

To turn off the pre-watershed PIN option for all your recorded programmes and On Demand programmes: Press **services**, scroll **left** to **Parental Control** then enter your **PIN**. Scroll to the **Other** tab and press **select**. Highlight **PIN on Pre-Watershed Playback** and select **OFF**. Press **green** to save your settings.

11 Turning off PIN controlled restrictions

There is a quick way to turn your PIN restrictions off and on without having to go into each screen.

1 Go to **Parental Control** > **Change PIN**.

2 Press the **blue** button (*Turn off PIN restrictions*).

The tabs **Viewing**, **Channel** and **Other** are dimmed out, meaning the PIN restrictions you specified under those options are turned off.

Press the **blue** button again to turn the specified PIN restrictions on again. Even if you turn your settings off here, you'll still need to enter your PIN to watch recorded programmes out of their normal watershed time. The times are shown above under **Entering a PIN for pre-watershed playback**.

12 Sharing your Sky+HD box

If you have a mobile or tablet device with the correct version of the Sky+ app, it's possible to use the application to control your Sky+HD box and view the recordings in the Planner when the devices are connected to the same wireless network.

If you'd like to prevent the Sky+ app from connecting and controlling your Sky+HD box, you can turn this setting off.

1. Go to **Parental Controls** > **Sharing**
2. Highlight '**Share what's on this box**' and use the **left/right** arrows to choose **OFF**.
3. Press the green button (Save Settings) when you're done

To turn this setting back on at any time, just select ON in step 2 above.

13 Watching TV with subtitles or audio description

To play an audio description or show subtitles you can:

1 Press **help** on your Sky remote when you're watching TV.

2 If the **Audio Description** or **Subtitles** option is available, use the **left/right** arrow to choose **ON** then press **select**.

You can also change the audio description and subtitles settings in the Options menu:

1 Press **services** (for *Options*), press **down** then select the **Subtitles** tab.

2 Press the **down** arrow to highlight **Subtitles** or **Audio Description**, use the **left/right** arrow to choose **ON** then press the **green** button (*Save Settings*).

With the selection of automatically received On Demand programmes and recorded programmes, if you turned on audio description at the time of recording, it will be available but cannot be turned off. Similarly, if audio description was turned off at the time of recording, it is not available and cannot be turned on.

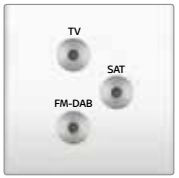
14 Finding subtitled or audio described programmes

Sky Guide can bring your attention to programmes that have subtitles or an audio description. To set this up, follow these steps:

1. Press **services** (for *Options*), press **down** then select the **Subtitles** tab.
2. Highlight **Highlighted Programmes** and use the **left/right** arrow to choose **Audio Description** or **Subtitles**.
   This means programmes that have subtitles or an audio description are shown clearly with a white highlight in TV Guide and Sky Box Office (this does not apply to On Demand).
3. Highlight **Beep on Audio Description** and use the **left/right** arrow to choose **ON**. This means when you tune to a programme with an audio description, you hear a distinctive beep.
4. Press the **green** button (*Save Settings*) when you're done.

15 Important information about Single Satellite Feed installations

Do you have a Single Satellite Feed like this?



After installation of your Sky+HD box you may see some incomplete information or error messages on screen. Don't worry, it's easy to fix – just follow these instructions to switch the Single Feed Mode to **ON**.

Switching the Single Feed Mode to 'ON'

1. First, ensure that the satellite feed is connected to Dish Input 1 on the back of your set top box.
2. Press **services** on your remote to highlight **options** in the Top Menu, then the **right** arrow once so that **Settings** is highlighted.
3. Now press **select** to highlight the **Picture tab**.
4. Press **0, 1, select** in quick succession to enter the Installer menu.
5. The **Set Up** tab will then be highlighted within the Installer menu. Press **down** to highlight **Single Feed Mode** within the menu.
6. Press the **right** arrow once to turn **Single Feed Mode** to '**ON**'.
7. Press the **green** button to **Save Settings** and the **Single Feed Mode Caution** message will be displayed.
8. Your Sky+HD box is now ready to be rebooted. When this happens:

   a. Any current recordings will be stopped
   b. On Demand Showcase will be disabled
   c. Auto Standby will be enabled

To reboot your box, press **select**, but please allow a little time for this to happen.

16 Your mini TV setting

Turning the mini TV off removes the mini tv picture in your Sky Guide and mutes the programme audio.

To turn your mini tv off:

1 Press **services** (for *Options*), press **down** then select the **Customise** tab.

2 Under **Mini TV Mode**, press **left/right** to choose **OFF**.
The mini TV disappears and the programme audio is muted.

3 Press the **green** button to confirm (*Save Settings*).

Sky Guide page with mini TV disabled

17 Saving bookmarks

When you're watching a recorded programme and you see something you want to bookmark, press **pause** and then the **red** button. The **Bookmarked** symbol appears in the corner of the screen. Press **play** to carry on watching the programme.

Bookmarked symbol

18 Managing and deleting bookmarks

To see all bookmarks within a recording, press **pause** then the **green** button when you're playing it back.

A list of bookmarks appears, showing their place in the programme.

- Highlight a **bookmark** to see a short reminder clip of 10 seconds
- To play the recording from the highlighted bookmark, press **select**
- To remove the highlighted bookmark, press the **yellow** button (*Delete*)

If the programme is PIN protected you'll need to enter the PIN to see the bookmark clip.

See **Having more control over what the kids watch (page 65)** for details.

19 Skipping to bookmarks

To go to the next bookmark while you're playing back a recording, press and hold **rewind** or **fast forward** until the screen skips to the next bookmark.

The **Skip Forward/Back** symbol appears in the corner of the screen.

Skip Back symbol

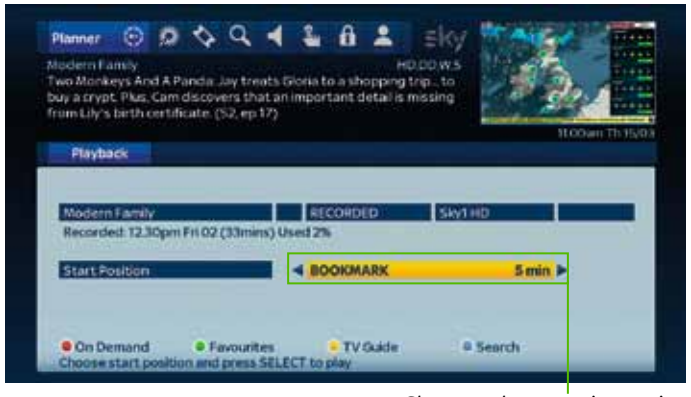
Skip Forward symbol

Press and hold down **fast forward** or **rewind** to skip to the next bookmark

20 Starting playback from a bookmark

You can start playing a recording directly from a bookmarked place, as follows:

1. Go to your **Planner**. SHORTCUT (tv guide + green)
2. Select the recording that contains bookmarks.
3. In the **Playback** screen, press the **left/right** arrow until you see **Bookmark** followed by its place in minutes from the start of the programme. Keep pressing the **arrow** to see each bookmark and its place in the programme.
4. Press **select** or **play** when you see the bookmark you want. Playback starts at that bookmarked point in the programme.



Choose the starting point

21 Setting up and resetting your remote

If you leave empty batteries in your remote for too long, you may need to reset it to work with your TV.

If this has happened, or for any other reason the remote doesn't work with your TV, follow these steps carefully:

1. Look up your TV's brand and code in the list on the right. If you can't find it here, see **Alternative Set Up (page 78).**
2. Turn your TV and Sky+HD box on and press **tv** on your remote control.
3. Hold down **select** and the **red** button together until the red light on your remote blinks twice (this is after about two seconds).
4. Press **tv** again.
5. Key in your TV's brand code. The light on your remote blinks twice.
6. Press **standby** on your remote. If your TV switches off, press **select**. The light on your remote should blink twice. If your TV does not switch off, press **tv**, then press **standby**. Repeat the sequence of pressing **tv** then **standby** until the TV switches off, then press **select**. If the light blinks three times, your remote has checked all the possible settings for the code you used. Check you have the right code and start again at step 1.
7. Turn your TV back on and press the **tv guide** button on your remote. The **TV Guide** screen appears, meaning the remote settings have been reset.

Brand	Code	Brand	Code
Aiwa	0406	Metz	0491
Akai	0098	Minoka	0921
Akura	0042	Mitsubishi	0150
Alba	0043	NEC	0170
Amstrad	0063	NEI	0514
Baird	0117	Nikkai	0528
Bang & Olufsen	0118	Nokia	0536
BPL	0115	Nordmende	0537
Beko	0125	Orion	0549
Beon	0899	Panasonic	0051
Brionvega	0147	Philips	0081
Bush	0157	Pioneer	0166
Crown	0225	Proline	0592
Daewoo	0092	Protech	0595
Decca	0244	Pye	0600
Dual	0257	Relisys	2214
Epson	2108	Roadstar	0625
Ferguson	0293	Saba	0645
Fidelity	0294	Saisho	0649
Finlandia	0296	Salora	0651
Finlux	0297	Samsung	0060
Fisher	0154	Sanyo	0159
Fujitsu	0313	Schneider	0665
Funai	0179	Seleco	0672
Genexxa	0330	Sharp	0093
LG (Goldstar)	0056	Siemens	0680
Goodmans	0335	Sony	0000
Granada	0340	Soundwave	0702
Grundig	0345	Tandy	0741
Harwood	0361	Tatung	0049
Hinari	0365	Technics	0250
Hitachi	0145	Techwood	0750
Hyundai	1206	Telefunken	0757
InFocus	0995	Thomson	0771
ITT	0384	Thorn	0772
JVC	0053	Thorn-Ferguson	0936
Loewe	0442	Toshiba	0156
Matsui	0477	Wharfedale	1535
Memorex	0037		

22 If the set up didn't work

If you followed the set up carefully but can't see TV Guide at the end of it, follow these simple steps:

1. Check and make a note of which TV channel you use for watching Sky digital TV.
2. Press **tv** on your remote.
3. Hold down **select** and the **green** button together until the red light on your remote blinks twice (this is after about 2 seconds).
4. Key in the channel number your TV uses for watching Sky digital TV and press **select** and hold for **2 seconds**. The red light blinks, meaning the remote settings are made properly.

23 Alternative set up

If your TV's brand isn't listed on **page 77**, you can try an alternative set up. This involves programming your remote to the TV's specific model code instead of the brand code, as follows:

1. First, you need to check the model code for your TV; press **interactive**, press **down** then select **Sky Customer Service**. Select **Programme Your Remote** and follow the relevant options until you get to the model code for your model number. Make a note of the code.
2. Point the remote away from the TV and Sky+HD box and press the **tv** button.
3. Press and hold the **select** and **red** buttons together until the red light blinks twice.
4. Enter the **model code**.
5. Press **Sky** to complete the set up.
6. Now check the settings; point the remote at the Sky+HD box and press **tv** then number **3**. You should now be able to see a terrestrial TV channel.

If you have tried these options and still can't use your Sky+HD remote with your TV, call Sky Customer Service on the number provided in the **Terms & Conditions** document you received with your Sky+HD box.

24 Replacing the batteries

Your remote runs on AA batteries (MN1500, LR6 or UM-3). When it's time to replace them, Sky Guide gives you a warning message and a low battery symbol appears in the banner.

Take the empty batteries out straight away and replace both batteries at the same time.

Please don't put old batteries in the everyday household rubbish. They should be taken to a special environmentally friendly collection point.

Replace the batteries as follows:

1. Remove the battery cover by pushing up the catch and sliding the cover away.
2. Carefully remove the old batteries.
3. Put the new batteries in, matching the marks + and -.
4. Put the cover back on, sliding the top part in and making sure the catch clicks into place.
5. If you left your remote without charged batteries for longer than 10 minutes, reset your remote to work with your TV.
   See **Setting up and resetting your remote (page 77)** for details.

Replace batteries as soon as they are empty

25 Adding additional subscriptions

Telephone numbers

You can find Sky and other broadcasters' phone numbers in your Sky Guide:

Press **services** (for *Options*), press **down** then select the **Contact Us** tab.

This list includes specific numbers for Sky+ and Sky+HD.

When you call, please have your system information available as we will need this to deal with your problem.

To find this information, press **services**, scroll **right** and select **Settings** then select the **Details** tab.

Remember for online help, go to the Customer Support pages of **sky.com/help**

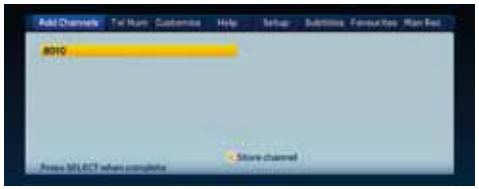
26 Adding channels that aren't listed in Sky Guide

Some channels can be received by your Sky+HD box but don't appear in Sky Guide listings.

Your Sky+HD box is designed to receive digital television signals transmitted at 28.2 or 28.5 degrees east, either unencrypted or encrypted using BSkyB's encryption system. It may be possible to receive other digital satellite signals but it's not guaranteed.

You can add new channels to a separate list called **Other Channels**, as follows:

1. Press **services** (for *Options*), press **down** then select the **Add Channels** tab.
2. Enter the information you want and press the **yellow** button (*Find Channels*).
3. After a moment, a selection of channels received by your Sky+HD box appears. Some may be in addition to those in your Sky Guide.
4. For each new channel you want to store, highlight the channel and press the **yellow** button (*Store Channel*). A tick appears next to the channel name.
5. When you're done, press **select**.



27 Watching your added channels

1. Once you have added your channels as described above, go to **Options** > **Other Channels**.
2. Highlight the channel you want to watch and press **select**.

Your Sky+HD box can't record channels that aren't in the Sky Guide listings. You might not be able to see schedule information for these channels.

28 Changing the picture settings

When your Sky+HD box was installed, your engineer should have set the picture settings at the right level to suit your equipment, so we recommend you don't adjust them here unless you find it absolutely necessary.

Sky's HD service uses two HD picture formats. The first, **1080i**, brings the number of rows in the frame up to 1080 – that's over 500 more than a standard PAL image. The other, **720p**, shows 720 rows in each frame and refreshes the screen at twice the rate of **1080i**.

In rare cases, your TV may be able to display only one of these formats. Check your TV's settings if you find the picture isn't as sharp as it should be. Otherwise, you can change your HD picture settings to find the ideal resolution output.

You can change the resolution setting as follows:

1. Press **services,** scroll **right** and select **Settings** then select the **Picture** tab.
2. Highlight **HD Resolution Output** and use the **left/right** arrow to choose from **Automatic** (this is the default and recommended setting), **576** (which is for programmes other than HD only), **720p** and **1080i**.
3. Follow the instructions on screen to confirm the changes.

If your TV doesn't display anything after you confirm the changes, the new setting is incompatible with the TV. Restart your Sky+HD box as follows to go back to the previous setting. Switch the box to standby then wait at least 60 seconds before unplugging it from the mains supply. After another 30 seconds, plug the box back in to the mains. Wait another 60 seconds before turning the box back on again.

29 Copying programmes to video/DVD

To free up space on the hard disk or in your Planner, you can copy recorded programmes onto video or DVD.

While copying, you can watch the recording being copied but you can't watch any other programme.

HD programmes are copied in standard definition quality.

Copy to your video/DVD recorder as follows:

1 Make sure your video/DVD recorder is set up properly. Refer to your video's user guide and see **page 86** of this guide for details.

2 Go to your Planner. SHORTCUT tv guide + **green**

3 Highlight the recorded programme you want to copy.

4 Press **left/right** until you see the **Copy** option at the bottom of the screen.

5 Press the **green** button *(Copy)*. You can select as many programmes as you like.

6 When you've made your choice, press **select**.

7 Press **record** on your video/DVD recorder then press **select** again on your Sky+HD remote. Copying starts and after a few seconds the **Copy** screen appears, showing you the titles in order of selection with their length in minutes. This is to help you keep track and label your tapes/DVDs. You see an information screen for each programme before the entire recording is played back.

Please wait until copying is complete before using your Sky+HD box again. To cancel at any time, press any button.

30 Changing how the Circular Playback Display works

The Circular Playback Display on the front panel of your Sky+HD box lights up whenever you are recording or using the playback functions.

You can change the way the Circular Playback Display works, as follows:

1 Press **services** (for *Options*), press **down** then select the **Sky+ Set Up** tab.

2 Highlight **Circular Playback Display** and use the **left/right** arrow to change the setting.

You can choose one of three settings:

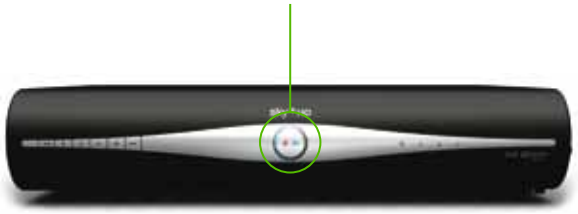
Standard The recording, playback and/or circular playback indicators light up if you're recording and/or playing back programmes.

Off The circular indicator is turned off, but the recording and/or playback indicators light up if you're recording and/or playing back programmes.

Demo All indicators light up in continuous sequence.

3 Press the **green** button (*Save Settings*) when you're done.

You can change when and how the indicator lights up



Your Sky+HD box connections

1. Basic set up 1
2. Basic set up 2
3. Connecting other devices
4. Switching on Dolby® Digital audio
5. Adjusting sound synchronisation

1 Basic set up 1

Does your compatible HD ready TV have an HDMI port?
If so, all you need is the supplied HDMI lead.

HDMI lead

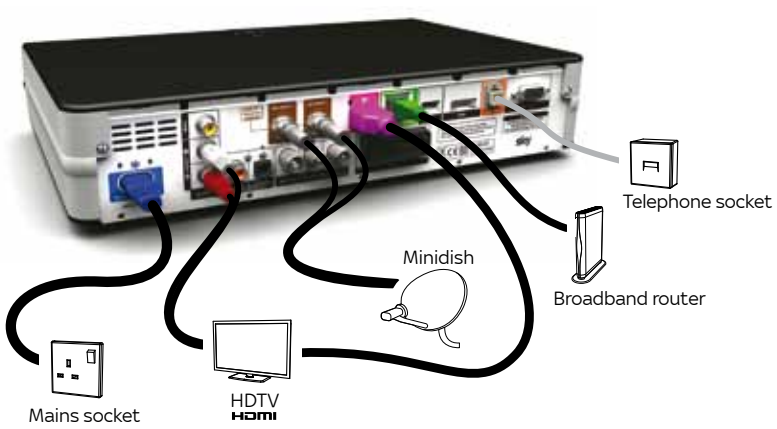
WARNING!

You must disconnect your Sky+HD box from the mains supply before you connect your Sky+HD box to (or disconnect it from) any other equipment. Use only the supplied mains lead to connect your Sky+HD box to the mains supply. With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your Sky+HD box and your other equipment are safe, extra low voltage circuits. However, you should always disconnect the box from the mains and turn off your TV before connecting other devices.

When connecting your Sky+HD box to your broadband router via WiFi please ensure you have enabled security on your wireless network and that a strong password has been set. Please also ensure that you only share your wireless network password with trusted people as connecting your Sky+HD box will allow certain other devices (with Sky software or applications installed) on your wireless network to access information on your Sky+HD box, such as a list of your Planner recordings.

2 Basic set up 2

If your TV has a DVI port you need an audio (L/R) cable and an HDMI to DVI lead (or an adapter for the supplied HDMI lead).



Audio (L/R) cable

HDMI to DVI lead

WARNING!

You must disconnect your Sky+HD box from the mains supply before you connect your Sky+HD box to (or disconnect it from) any other equipment. Use only the supplied mains lead to connect your Sky+HD box to the mains supply. With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your Sky+HD box and your other equipment are safe, extra low voltage circuits. However, you should always disconnect the box from the mains and turn off your TV before connecting other devices.

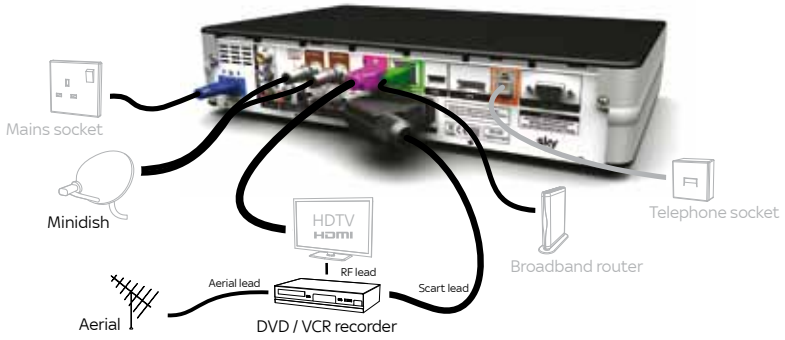
When connecting your Sky+HD box to your broadband router via WiFi please ensure you have enabled security on your wireless network and that a strong password has been set. Please also ensure that you only share your wireless network password with trusted people as connecting your Sky+HD box will allow certain other devices (with Sky software or applications installed) on your wireless network to access information on your Sky+HD box, such as a list of your Planner recordings.

3 Connecting other devices

To connect your box to a DVD/video recorder or a TV aerial, follow the set up shown on the right.
See also the user guides supplied with your devices.

If you notice that the picture quality is affected, connect your Sky+HD box directly to the TV instead of through the DVD/video recorder.

Connecting to a DVD / VCR recorder

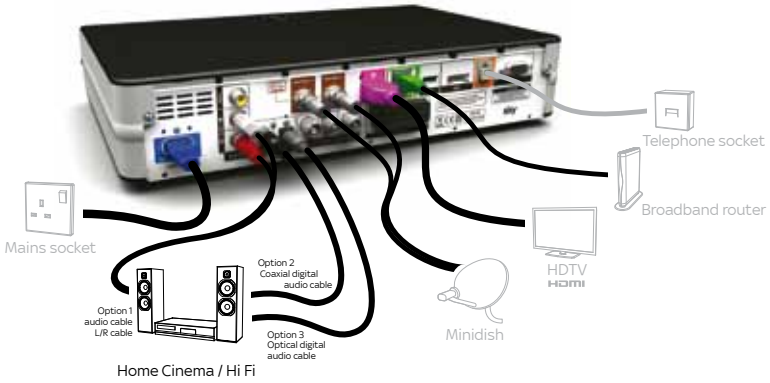


To connect your box to an audio system, you can use;

EITHER a coaxial digital audio cable
OR an audio (L/R) cable
OR an optical digital audio cable, as shown on the right.

To make the most of listening to programmes through your audio system, see **Switching on Dolby® Digital audio (page 89)**.
Please note, some older amplifiers may not support Dolby® Digital audio. See your audio system's user guide for more information.

Connecting to an audio system



4 Switching on Dolby® Digital audio

With the digital audio outputs you can connect your Sky+HD box to a compatible home cinema system and listen to programmes broadcast in Dolby® Digital audio. For this you need an optical or coaxial cable (not supplied) and you need to change the default settings on your Sky+HD box:

1 Press **services**, scroll right to **Settings** and press **select**.

2 Highlight **Digital Audio Output** and use **left/right** to choose **Dolby D**.

3 Press the **green** button (*Save Settings*) when you're done.

Some older amplifiers may not support Dolby® Digital audio.

5 Adjusting sound synchronisation

If you've connected your Sky+HD box to a home cinema system using one of the digital audio outputs, you may find the audio and video are out of sync. If this happens, you can easily change the sound settings to correct the sound.

You can change the settings as follows:

1 Press **services**, scroll right to **Settings** and press **select**.

2 Highlight **Digital Audio Output Delay** and press **select**.

3 In the **Digital Audio Output Delay** banner, use the **left/right** arrow to choose the setting you want. In this preview mode, you can hear the results as you adjust the level.

4 Press **select** then press the **green** button to save the setting.

To change the delay setting without a preview, highlight **Digital Audio Output Delay** and use the **left/right** arrow to choose the right setting. Press the **green** button (*Save Settings*) when you're done.

Green stuff

1. Saving energy with standby
2. ... and Auto Standby
3. Recycling electrical and electronic products
4. Recycling packaging
5. Disposing of batteries
6. More information

1 Saving energy with standby

Switching your Sky+HD box to standby when it's not in use will reduce the amount of energy that it uses. Remember that the box can still make recordings when in standby so we recommend you make a habit of pressing the standby button (so the light on the box turns amber) as soon as you finish watching TV.

Alternatively, you can switch your Sky+HD box off by pressing and holding the **standby** button for 5 seconds (so the light on the box turns red). Remember that when the box is off, it cannot make recordings.

2 ... and Auto Standby

Your Sky+HD box features an energy saving mode called Auto Standby. If the box is inactive throughout any two hour period between 11pm and 4am, it automatically goes into standby. Just before this happens, if your TV is on, you see a message on screen. You can press **back up** to remove the message, otherwise your Sky+HD box goes into standby.

This does not affect any recordings you have set, as the box can still perform up to two simultaneous recordings while in standby.

When you turn the box back on it will be tuned to the channel you last watched.

If you want to switch off Auto Standby, press **services** (for *Options*), press **down** then select the **Sky+ Set Up** tab. Highlight **Auto Standby** and use **left/right** to choose **OFF** then press the **green** button (*Save Settings*).

3 Recycling electrical and electronic products

The crossed out wheeled bin symbol is used to mark products that should not be disposed of with general household waste, but collected separately for reuse or recycling. Recycling electrical or electronic waste equipment helps to conserve valuable natural resources and ensures that it is recycled in a manner that protects human health and the environment. You can take your old electrical or electronic waste equipment to your local recycling centre. Your retailer or local authority will advise you of the collection facilities available in your area for disposing of these waste products. Or you can go to recycle-more.co.uk for details of locations. Alternatively, you can send your electrical or electronic waste equipment back to us for recycling, free of charge. Pack it up, removing the batteries and include a note to say it's for reuse or recycling, then send it to: FREEPOST RLUT-GCLR-LBXK, Unipart Technology Logistics, Unit G Swift Park, Old Leicester Road, Rugby, CV21 1DZ.

If you're a customer from the Republic of Ireland you can also send it to us, for free, and we'll make sure it gets reused or recycled. Pack it up, removing the batteries and include a note to say it's for reuse or recycling, then send it to: c/o City Air Express Ltd, Unit M1 North Ring Business Park, Santry, Freepost F4939, Dublin 9, Ireland. Household customers can also take their old or redundant electrical equipment to their nearest Local Designated Collection Facility. Please go to www.weeeireland.ie to find the locations of these. Alternatively, you can give your old Sky product to your Sky engineer next time they visit.

4 Recycling packaging

Remember to recycle your packaging instead of throwing it out with your rubbish. At the end of its useful life, cardboard packaging can be recovered and recycled. Recycling responsibly will reduce the requirement for new raw materials and the amount of material that would otherwise end up in landfill.

5 Disposing of batteries

The marking, shown left, on the battery indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66. If batteries are not properly disposed of, these substances can cause harm to human health or the environment. To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them if possible through your local recycling centre.

6 More information

For more information on recycling electrical and electronic equipment and to find other tips on what you can do to help the environment, visit: **sky.com/environment**

For your safety

1. Using equipment safely
2. Warnings and cautions
3. Mains plug and its fuse
4. Connecting to the mains supply

1 Using equipment safely

Your Sky+HD box has been manufactured to meet international safety standards, but you must take care if you want it to perform properly and safely.

It is important that you read this booklet completely, especially the 'Warnings and Cautions' instructions. If you have chosen the self set up option you should follow the instructions set out in your Sky+HD self set up guide. If you have any doubts about the installation, operation or safety of your Sky+HD box, please contact Sky or your dealer.

2 Warnings and cautions

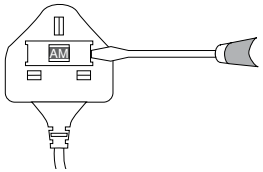
Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:

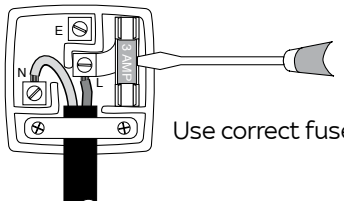
- Never remove the top cover of your Sky+HD box. There are no user-serviceable parts inside, but there are some high-voltage live parts
- Do not attempt to repair your Sky+HD box. Instead, please contact Sky Customer Service on the number provided in the Terms & Conditions
- Never attempt to move or repair your satellite dish or low noise block
- If you move your Sky+HD box between locations at different temperatures, allow it to reach room temperature before you apply power to it
- Make sure that all electrical connections are properly made
- Do not connect any of your equipment (Sky+HD box, TV, video etc.) to the mains supply until you have properly connected all the other leads
- Disconnect your Sky+HD box from the mains supply before you disconnect any other equipment from its rear panel
- Never push anything into holes, slots or other openings in the casing of your Sky+HD box (except your viewing card into its slot)
- Your Sky+HD box is intended for use in moderate climates. Do not use or store your Sky+HD box in hot, cold, damp or dusty places
- In order to ensure a free flow of air around your Sky+HD box, allow at least 10cm of space above and on all sides (especially between your Sky+HD box and your TV). Do not cover any ventilation holes and slots
- Ensure the ventilation holes and slots do not become impeded with newspapers, tablecloths, curtains or similar items
- Do not place your Sky+HD box close to sources of heat such as a heater or direct sunlight. The maximum temperature should not exceed 45°C
- Do not place your Sky+HD box in an enclosed cabinet with more than one other piece of audio/video equipment e.g. VCR or DVD
- Do not put anything on your Sky+HD box which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top
- Never place naked flame sources, such as lighted candles, on or adjacent to your Sky+HD box
- To avoid possible damage to the internal hard disk, do not pick up or otherwise move your Sky+HD box while it's connected to the mains supply. If you want to move your Sky+HD box, first switch it to standby using the remote control or front panel button then wait at least 60 seconds before disconnecting it. Wait another 30 seconds before continuing
  You should handle your Sky+HD box carefully as any damage you cause to the internal hard disk (or any other component) will invalidate your warranty
- Danger risk of explosion if batteries are NOT inserted correctly. Replace only with the same or equivalent type

3 Mains plug and fuse

The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, use an ASTA or BSI approved BS 1362 fuse, rated at 3A and marked with either of these symbols. Non-rewireable plugs have the fuse beneath a fuse cover on the plug face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing. Rewireable plugs have the fuse inside. Use a screwdriver to remove the plug's back cover, then lever out the fuse and replace it with a new one. Replace the plug's back cover.

If the supplied mains plug is not suitable for your mains socket outlet, remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard which would exist if this were to be plugged into a mains socket. Do not attempt to repair or modify the mains lead or plug. Fit an appropriate mains plug on the lead. If this plug contains a fuse, it should be as described above. If you are using a non-fused plug, an external fuse must not exceed 5A.





Use correct fuse

4 Connecting to the mains supply

Your Sky box operates with 230V AC, 50 Hz mains supply. Do not connect it to a DC power supply. On some models, the supplied mains lead has a 2-way connector at one end and a mains plug at the other. Insert the 2-way connector into your Sky box before you insert the plug into the mains supply. The only way to disconnect your Sky box from the mains is to take the plug out of the socket. Your Sky box must therefore be installed near the mains socket outlet, which should be easily accessible.

If you are in any doubt about anything relating to the mains supply, consult a competent electrician.

Troubleshooting

You can get help on using Sky digital from various places.

- Use this booklet as your full guide to using your Sky+HD box and getting the most out of its exclusive features
  The troubleshooting tips in the next pages may come in handy if you have any problems
  If you have any problems with your Sky+HD box that aren't covered in this guide or the other references, call Sky or your broadcaster
- You can find technical help under **Interactive** > **Customer Support** > **Help & Assistance** > **Sky+HD**
- Press **help** on your remote for general help on using the Sky Guide screens
- For online help, go to the Customer Support pages of sky.com/help
- Don't forget the user guides that come with your TV, video/DVD recorder, sound system and any other devices you're using
- For information about HD, go to **sky.com/hd**

What's wrong?	Possible reason	What to do now
I've forgotten my PIN.	–	You can request a reminder or reset your PIN, as follows: **To get a PIN reminder through Sky Guide**: Press **interactive** on your remote. Select the **Customer Support** tab then **PIN Reminder** and follow the on screen instructions. **To reset your PIN on sky.com:** Go to **sky.com/customers** and click **Manage My Account**. Follow the instructions to log in or register. Click **Reset Viewing Card PIN Number** and follow the on screen instructions.
All of my recordings fail when the Sky+HD box is in standby.	You may be placing your Sky+HD box into off mode instead of standby. Off mode (indicated by a red power light) turns your Sky+HD box off and whilst in this mode, it will be unable to make any recordings.	Make sure that your Sky+HD box is in either on mode (green light), or in standby (amber light) if you wish for it to be able to make recordings.

What's wrong?	Possible reason	What to do now
I can't find my HD programmes	–	Your HD channels are listed separately. Go to TV Guide and select HD. If you can't see them here, you may not have the right subscriptions or equipment. To upgrade to Sky+HD, call us.
Nothing is happening on screen / my screen is blank.	Your Sky+HD box may not be plugged into the mains.	1 Make sure the mains lead is properly plugged in and your Sky+HD box is switched on. 2 Check that your Sky+HD box is not in standby. The light on the front panel of your Sky+HD box should be green. 3 Press **Sky** on your remote to control your Sky+HD box.
	Your TV may not be able to detect the HDMI input automatically.	1 Make sure that your HDMI cable is connected to both your HD box and your TV. Refer to your TV user manual to find your HDMI input. 2 Use your TV remote to scroll through the AV input options until you find the HDMI input(s). 3 Press **Sky** on your HD remote and the picture should appear. If you have checked the above and still can't see anything on screen, please refer to your TV user manual to find out how to set up your HDMI input(s).
There is on screen interference.	Your TV or video recorder may not be correctly tuned.	Check all cable connections, and that your TV and video recorder are tuned to your Sky+HD box. If you are using an aerial RF connection, check that your TV and video are tuned to the right RF channels. For further information refer to your TV and video recorder user guides. In some cases your Sky+HD box may need retuning. Call Sky Customer Service on the number provided in your **Terms & Conditions** document.

What's wrong?	Possible reason	What to do now
My remote isn't working.	Your Sky+HD box may be off or not plugged into the mains. The batteries in your remote may be flat or an obstacle may be between your remote and your box.	Make sure you point your remote directly at your Sky+HD box, and that nothing is between the two. The remote command light on your Sky+HD box and on your remote should flash each time you press a remote key. If neither light flashes, check the batteries in your remote.
Some/all of the buttons on my remote don't work with my TV.	Someone has pressed Sky on your remote and you are in TV mode, or you need to reset your remote.	Press **tv** on your remote to control your TV. Refer to **Setting up and resetting your remote (page 77)** in this guide to reset your remote.
My remote works with my TV but not with my Sky+HD box.	Someone has pressed tv on your remote.	Press **Sky** on your remote to control your Sky+HD box.
It says Clashed next to a recording in my Sky+ Planner.	A third programme was set to record, making it clash with other recordings.	See **When recordings clash (page 33)** to avoid this in the future. Bear in mind for when you have a whole series to record using the Series Link function, the next episode is sometimes added to the Planner only when the previous episode starts recording.
It says Recording interrupted in a recording's programme information.	Someone may have interrupted the recording then restarted it, OR you may not have the right subscription.	If you are sure the recording was not interrupted and then restarted, please call Sky Customer Service on the number provided in your Terms & Conditions document.
One of my recordings failed.	This could be for a number of reasons.	To see why it failed, highlight the programme in your Planner and press the *i* button. See also **Using your Planner (page 41).**
I can't see future recordings or reminders for a particular programme within my Planner.	The channel may no longer be broadcast, or the programme may have been cancelled or moved.	–

What's wrong?	Possible reason	What to do now
The start of a programme was not recorded.	You set up numerous back to back recordings. Sky prioritises the end of an existing recording over the start of a new one.	To get your Sky+HD box to record in the most efficient way, see **Adding extra time to the start and end of recordings (page 39)** and change the settings back to Automatic.
My phone line is not connected.	Your phone line is not physically connected to your Sky+HD box.	Press **services**, select **settings** then the Signal tab. If you get the message Telephone line not connected, you need to make sure the phone lead is connected properly. If you see the message Telephone line connected, try solutions A-E below.
	A Your phone number is ex-directory or you withhold your number when making calls. **(See opposite page for more possible reasons.)**	**A** Change the dialling prefix, as follows: 1 Press **services**, press **right** to highlight Settings then press **select**. 2 Press the numbers **0**, **1** then **select** to show the **Installer Set Up** menu. 3 Press number **3**. 4 Highlight **Dialling Prefix** and press the number sequence **1, 4, 7, 0**. 5 Select **Save Settings**. 6 Make sure your phone line is free then press **select**. Your box now tries to call us back, which checks the phone line connection. After getting the message Callback in progress, the previous menu appears. If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the **Terms & Conditions** document.

Warning: please make sure you follow steps 1-6 precisely and do not make any other changes while in the **Installer Set Up** menu as these may have an adverse effect on your service.

What's wrong?	Possible reason	What to do now
My phone line is not connected (continued)	B There's more than one phone line in your home but you've connected one or more of your boxes to the line that's NOT registered to your Sky account.	B Reconnect your Sky box(es) to the correct phone line (the one you have registered with us), then follow the 'callback' procedure below.
	C A Sky box and card registered to your account is in another property that you own.	C Reconnect the Sky box to the phone line at the home address that your account is registered to – and always keep it connected at that property only, then follow the 'callback' procedure below.
	D You have an ADSL/Broadband service at home.	D Make sure you have an ADSL/Broadband filter connected to the phone socket, plug the telephone line from the box into the filter, then follow the 'callback' procedure below.
	E You have disconnected your phone line (e.g. to carry out decorative works in your home).	E Reconnect the phone line, then follow the 'callback' procedure below.

Warning: please make sure you follow steps 1-5 precisely and do not make any other changes while in the **Installer Set Up** menu as these may have an adverse effect on your service.

Callback procedure:

1. Press **services**, press **right** to highlight **Settings** then press **select**.
2. Press the numbers **0, 1,** then **select** to show the **Installer Set Up** menu.
3. Press number **6**. When **FOR YOUR INFORMATION** appears, press **select**. When the next screen appears showing a number of readings (signal strength etc.), press **select**. When you see the message **Channel line-up complete**, press **select**.
4. Make sure your telephone line is connected and press **select** again.
5. Your box now tries to call us back, which checks the phone line connection. After getting the message **Callback in progress**, the previous menu appears. If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the **Terms & Conditions** document.

What's wrong?	Possible reason	What to do now
I can't find a channel I have watched before.	The channel name or number may have changed. Alternatively, the channel may be listed under a different tab option, may no longer be broadcast, or may no longer be part of your subscription package.	Check the TV Guide listings to search for the channel.
I can't get a picture on my HD channels.	You may not have the right subscriptions or equipment. The resolution output setting may be incompatible with your TV set.	You may not have the right subscriptions or equipment. To upgrade to Sky+HD, call us. If you're sure you have the right equipment and subscriptions to receive HD channels, try following the steps under **Changing the picture settings (page 82)**.
The audio and video are out of sync when the Sky+HD box is connected to my home cinema system.	This is quite common and can be corrected by adjusting the audio delay setting on your Sky+HD box.	Try changing the audio delay setting. See **Adjusting sound synchronisation (page 89)** for details
My Sky+HD box isn't working: The box is stuck on standby / the screen is blue / the picture is frozen and the remote or buttons on the box are not responding.	Because of a temporary error, you may need to restart your Sky+HD box.	1 Make sure the mains lead is properly plugged in and your Sky+HD box is switched on. 2 Check all cable connections between your Sky+HD box and TV. If you are still experiencing the same issue, restart your Sky+HD box as follows: 1 If possible, make sure the box is in standby (amber power light). 2 Wait one minute (important to avoid damage). 3 Turn the box off at the mains and wait one minute. 4 Turn the box back on. The power light turns amber. 5 Wait 30 seconds then press the power button. 6 The box comes out of standby and the power light turns green. If this doesn't solve it, call Customer Service (see your **Terms & Conditions**)

Display messages

Read these tips if you see a message on screen and you don't know what to do next.

Message	What does it mean?	What to do now
Insert your viewing card.	There's no viewing card in the viewing card slot of your Sky+HD box.	Insert or reinsert your viewing card in the direction of the arrow. The card holds all the information your Sky+HD box needs to know about your subscription.
There is a problem with your viewing card.	Your Sky+HD box cannot recognise your viewing card.	Check that it's your viewing card, that it's in the right way up, and that it's not damaged.
Insert your new viewing card.	You have inserted your old viewing card.	Remove your old viewing card and insert your new viewing card.
This viewing card is not authorised	–	Call the telephone number shown on your screen to get your viewing card authorised.
This is the wrong card for this Sky+HD box. Insert the correct viewing card.	You have more than one box and have put the wrong viewing card in this Sky+HD box.	Insert the correct viewing card for this Sky+HD box.
You cannot purchase this programme at the moment.	Most likely because of a temporary problem, you can't buy this programme now.	You may be able to buy it later.
This programme has already started.	The programme has already started and you can't buy it now.	Check the listings to find out when it's on next so you can buy it then.
Recording/Live Pause is not available.	Your Sky+ subscription has expired.	Call Sky+ Customer Service to renew your subscription. The number is provided in your Terms & Conditions document.

Message	What does it mean?	What to do now
The Planner is full. You must delete an entry before another programme can be added.	You have already used the maximum space in your Planner.	Try to delete some programmes from the Planner. Highlight a programme you want to delete from your Planner and press the **yellow** button *(Delete)*.
There is insufficient credit [or space] left on your viewing card.	There's not enough credit / space left on your viewing card account to buy this programme / store the information for this programme.	First check that the telephone lead between your Sky+HD box and the socket is properly plugged in. If you still see the message, call the number shown on your screen so you can order this programme.
You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes.	The wrong PIN has been entered three times in a row.	You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, see **page 97**.
No satellite signal is being received	This could be due to bad weather, such as strong winds or heavy rain. Snow on your minidish can also cause a loss of signal.	If the picture isn't restored after the weather has cleared, or the conditions are fine, check that the cables from your minidish are correctly plugged into the back of your Sky+HD box. Otherwise, restart your box by following the steps under **My Sky+HD box isn't working (page 102)**. If this doesn't resolve the problem, call Sky Customer Service on the number provided in your **Terms & Conditions.**
To use the full range of interactive services please ensure that an operating telephone line is connected	Your Sky+HD box is not connected to an operating telephone line.	Check that the telephone lead between your Sky+HD box and the socket is properly plugged in. Follow the steps described under **My phone line is not connected (page 101)**.
Upgrade your subscription to view this channel.	You don't have the right subscription.	Follow the instructions on screen to upgrade your subscription.

Message	What does it mean?	What to do now
No signal found.	Your Sky+HD box couldn't find a signal after you asked it to find new channels.	Check the settings you entered were right.
This programme is no longer available.	You selected a programme that is no longer available in your Planner.	Select another programme.
Digital text is not available during playback.	Your Sky+HD box cannot show digital text while you're playing a recording or in live pause.	To view digital text, press **Sky** to return to live programmes, then press **text**.
You cannot record / play back this programme.	You tried to record a programme which cannot be recorded by your Sky+HD box.	Select a different programme to play back / record. If this doesn't work, call Sky Customer Service on the number provided in your **Terms & Conditions**.
System fault.	There was an unexpected error with your Sky+HD box during system set up.	Call Sky Customer Service (see your **Terms & Conditions**).
Housekeeping. Please wait.	Your Sky+HD box is trying to resolve a system fault.	Wait for your Sky+HD box to resolve the problem; if it is not resolved call Sky Customer Service (see your **Terms & Conditions**).
Recording interrupted by loss of signal or cancellation. Please wait.	Your Sky+HD box temporarily lost the satellite signal during recording, or recording was cancelled and restarted during the programme	You may see this message when you're playing back a recorded programme. After a few seconds your Sky+HD box continues playback from the point when the satellite signal returned or recording was started.
Play / Pause / Record are not available whilst in an interactive service.	You tried to play, pause or record a programme while you are using an interactive service.	Press **Sky** on your remote control to leave the interactive service before using these buttons. As long as the broadcaster allows it, you can record programmes featured within an interactive service. However, you cannot record the entire interactive service itself.

Message	What does it mean?	What to do now
The batteries in this remote control are low. Please replace within the next few days (or you see a battery symbol in the Now, Next & Later banner).	The batteries in the remote control need to be changed to avoid losing your remote control settings.	Change the batteries in your remote control as soon as possible. See **Replacing the batteries (page 79)**.
Channel not available.	You have entered the wrong channel number. If it's an adult channel it may have been removed by parental control settings.	Select a different channel or turn off the Remove Adult Channels setting under Parental Control > Adult Channels. See **Having more control over what the kids watch (page 65)**

HD jargon buster

DVI	**Digital Video Interface**. Provides high bandwidth digital connection between a video source and a TV. Audio is carried separately.
HDMI	**A High Definition Multimedia Interface** is like a High Definition scart cable, a high bandwidth digital connection for both video and audio. HDMI ensures the best video signal is sent from the source (HD signal) to the display (LCD, Plasma, DLP). It does this by sending uncompressed video and multi channel audio to the TV through one single cable.
HDCP	**High bandwidth Digital Content Protection (HDCP)** is a copyright protection system that is included in HD TVs and receivers. It prevents unauthorised duplication and distribution of copyrighted content.
HD READY	**HD ready** is a labelling scheme being introduced by the European TV manufacturers' organisation EICTA to help you choose an HD TV. The HD ready logo will appear on an increasing number of TVs in the shops. Sky's HD service is designed to work with TV sets that carry the HD ready label. So look for the logo to make sure you're ready for HD.
HD TV	**HD TV (High Definition television)** provides a higher quality display with a vertical resolution display from 720p to 1080i. These rates translate into a frame rate of up to 50 frames per second, twice that of conventional TV. HD TV pixel numbers range from one to two million, compared to SD TV's range of 300,000 to one million. As for audio, HD TV receives, reproduces, and outputs Dolby® Digital 5.1 audio. This HD TV designation means that the set has an internal digital tuner/decoder, as well as meeting HD TV widescreen specifications. HD TV sets display in 1080i/720p.
INTERLACED SCANNING	With **interlaced scanning**, a display shows all the odd lines at one scan of the screen and then all the even lines in a second scan of the screen.
PIXEL	**Pixel** is the abbreviation for 'picture element'. Pixels are the smallest bits of data in a video image. The more pixels there are in an image, the greater the resolution.
PROGRESSIVE SCANNING	**Progressive scanning** is based on the principle that all the horizontal scan lines are 'painted' on the screen in one pass. 720 or 1080 horizontal lines are scanned progressively or in succession in a vertical frame. This is repeated 50 times a second. Some displays, for example LCD and plasmas, scan progressively, whilst CRTs in TV sets usually scan using interlaced lines.
720p	**720p** means the vertical resolution of the TV picture is 720 lines. 'p' refers to progressive scanning.
1080i	**1080i** means the vertical resolution of the picture is 1080 lines. 'i' refers to interlaced scanning.

Specifications

The following specifications are for the Sky+HD box made by BSkyB, Pace and Samsung. Specifications may change without notice

DRX890 Specifications

Operating voltage:	230V AC; 50Hz
Power consumption:	45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz
Weight:	4.1kg (packed)
Dimensions:	346mm x 255mm x 73mm (inc. rubber feet and connectors)
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 68)
Operating temp. range:	+5°C to +45°C
Storage temp. range:	-20°C to +60°C
Hard disk capacity:	500GB (250GB personal storage space)

Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75Ω (950-2150 MHz)
TELEPHONE LINE:	RJ11, V90
RS-232:	DB-9 female, data communications equipment (DCE) / EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)
AERIAL IN:	IEC 60169-2 female
RF OUT-1:	IEC 60169-2 male
RF OUT-2:	IEC 60169-2 male
DIGITAL AUDIO OUT:	OPTICAL & COAXIAL digital audio sockets for 5.1 surround sound
AUDIO OUT (L and R):	Phono sockets (RCA)
COMPOSITE VIDEO OUT:	Phono sockets (RCA)
USB 2.0 :	(for future connectivity) front and rear connectors
SCART:	SCART (composite video out; RGB out)
HDMI	HDMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T & 100BASE-TX
SATA:	external HDD interface, SATA 1.0a

DRX780 Specifications

Operating voltage:	230V AC; 50Hz
Power consumption:	45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz
Weight:	5kg (packed)
Dimensions:	399mm x 295mm x 81mm (inc. rubber feet and connectors)
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 68)
Operating temp. range:	+5°C to +45°C
Storage temp. range:	-20°C to +60°C
Hard disk capacity:	320GB (160GB personal storage space) 300GB (160GB personal storage space)

Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75Ω (950-2150 MHz)
TELEPHONE LINE:	RJ11, V90
RS-232:	DB-9 female, data communications equipment (DCE) / EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)
AERIAL IN:	IEC 60169-2 female
RF OUT-1:	IEC 60169-2 male
RF OUT-2:	IEC 60169-2 male
DIGITAL AUDIO OUT:	OPTICAL & COAXIAL digital audio sockets for 5.1 surround sound
AUDIO OUT (L and R):	Phono sockets (RCA)
USB 2.0 :	(for future connectivity) front and rear connectors
VCR/DVD SCART:	SCART (composite video in/out; RGB in/out)
TV SCART:	SCART (composite video out; RGB out)
HDMI	HDMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T & 100BASE-TX
S-VIDEO OUT:	4-way mini-DIN

CE

Hereby, BSkyB declares that this set top box is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive); 2011/65/EU (Restriction on the use of certain hazardous substances in electrical and electronic equipment - RoHS).

If you connect earthed equipment to the RS-232 port, you must use an approved screened cable.
The model number, serial number and electrical rating of this set top box are on a label on its base and rear.

BSkyB, Grant Way, Isleworth, Middlesex TW7 5QD

Specifications continued

Pace Mk1 and Mk2 Specifications

Operating voltage:	230V AC; 50Hz
Power consumption:	45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz
Weight:	5kg (packed)
Dimensions:	399mm x 295mm x 81mm (inc. rubber feet and connectors)
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 68)
Operating temp. range:	+5°C to +45°C
Storage temp. range:	-20°C to +60°C
Hard disk capacity:	320GB (160GB personal storage space) 300GB (160GB personal storage space)

Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75Ω (950-2150 MHz)
TELEPHONE LINE:	RJ11, V90
RS-232:	DB-9 female, data communications equipment (DCE) / EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)
AERIAL IN:	IEC 60169-2 female
RF OUT-1:	IEC 60169-2 male
RF OUT-2:	IEC 60169-2 male
DIGITAL AUDIO OUT:	OPTICAL & COAXIAL digital audio sockets for 5.1 surround sound
AUDIO OUT (L and R):	Phono sockets (RCA)
USB 2.0 :	(for future connectivity) front and rear connectors
VCR/DVD SCART:	SCART (composite video in/out; RGB in/out)
TV SCART:	SCART (composite video out; RGB out)
HDMI	HDMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T & 100BASE-TX
SATA:	external HDD interface, SATA 1.0a
S-VIDEO OUT:	4-way mini-DIN

CE

Hereby, Pace declares that this set top box is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive); 2011/65/EU (Restriction on the use of certain hazardous substances in electrical and electronic equipment - RoHS).

If you connect earthed equipment to the RS-232 port, you must use an approved screened cable.
The model number, serial number and electrical rating of this set top box are on a label on its base and rear.

Pace, Victoria Road, Saltaire, West Yorkshire BD18 3LF

Specifications continued

Samsung Mk1 and Mk2 Specifications

Operating voltage:	230V AC; 50Hz
Power consumption:	45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz
Weight:	5kg (packed)
Dimensions:	399mm x 295mm x 81mm (inc. rubber feet and connectors)
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 68)
Operating temp. range:	+5°C to +45°C
Storage temp. range:	-20°C to +60°C
Hard disk capacity:	320GB (160GB personal storage space) 300GB (160GB personal storage space) 500GB (250GB personal storage space)

Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75Ω (950-2150 MHz)
TELEPHONE LINE:	RJ11, V90
RS-232:	DB-9 female, data communications equipment (DCE) / EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)
AERIAL IN:	IEC 60169-2 female
RF OUT-1:	IEC 60169-2 male
RF OUT-2:	IEC 60169-2 male
DIGITAL AUDIO OUT:	OPTICAL & COAXIAL digital audio sockets for 5.1 surround sound
AUDIO OUT (L and R):	Phono sockets (RCA)
USB 2.0 :	(for future connectivity) front and rear connectors
VCR/DVD SCART:	SCART (composite video in/out; RGB in/out)
TV SCART:	SCART (composite video out; RGB out)
HDMI	HDMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T & 100BASE-TX
SATA:	external HDD interface, SATA 1.0a
S-VIDEO OUT:	4-way mini-DIN

CE

Hereby, Samsung declares that this set top box is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive); 2011/65/EU (Restriction on the use of certain hazardous substances in electrical and electronic equipment - RoHS).

If you connect earthed equipment to the RS-232 port, you must use an approved screened cable.
The model number, serial number and electrical rating of this set top box are on a label on its base and rear.

Samsung, Samsung House, 1000 Hillswood Drive, Chertsey KT160PS

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